

DOCUMENT RESUME

ED 303 926

EC 212 121

AUTHOR Tindall, Lloyd W.; And Others
TITLE Replicating Jobs in Business and Industry for Persons with Disabilities. Volume Four.
INSTITUTION Wisconsin Univ., Madison. Vocational Studies Center.
SPONS AGENCY Office of Special Education and Rehabilitative Services (ED), Washington, DC.
PUB DATE May 88
GRANT G008530053
NOTE 254p.; For other volumes in this series, see ED 276 224, ED 284 378, EC 212 120 and EC 212 556.
AVAILABLE FROM University of Wisconsin-Madison, Vocational Studies Center, School of Education, Madison, WI 53706 (\$12.50).
PUB TYPE Reference Materials - Directories/Catalogs (132) -- Guides - Non-Classroom Use (055)
EDRS PRICE MF01/PC11 Plus Postage.
DESCRIPTORS Business; *Disabilities; Employment Potential; *Job Search Methods; Job Skills; Job Training; Manufacturing Industry; *Occupational Information

ABSTRACT

The catalog describes jobs performed in business and industry by persons with disabilities. Each job described is performed by a specific disabled individual. Job descriptions are indexed by disability and job title. Each job description specifies the type of job, the disability of the person performing the job, company information (e.g. company name and description, number of employees, and a contact person), job requirements, job information (e.g. wages, benefits, work schedule, work setting, probationary period, employment history, physical demands, environmental conditions, training period, and amount of supervision); significant duties (e.g. leadership/managerial, problem solving or writing tasks, manual/perceptual tasks); and special considerations (e.g. limitations, special training, job accommodations, personal strengths). After the job descriptions, a section provides marketing strategies for job seekers. Discussed are a personal marketing plan, recording expenses, self-appraisal, job sources, recruitment, the resume, letters, interviewing, discussing salary, disability self-identification, employment incentives, follow-up, surviving the job search, accepting employment, orientation, training, keeping and improving employment, and changes in employment. A section on resources for job replication lists organizations and publications. Appended are a job replication form and a list of related publications. (DB)

* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *

ED303926

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION
CENTER (ERIC)

☒ This document has been reproduced as
received from the person or organization
originating it.
☐ Minor changes have been made to improve
reproduction quality.

• Points of view or opinions stated in this docu-
ment do not necessarily represent official
OERI position or policy.



REPLICATING JOBS IN BUSINESS & INDUSTRY FOR PERSONS WITH DISABILITIES

Volume 4



Vocational Studies Center
School of Education • University of Wisconsin-Madison

BEST COPY AVAILABLE

EC 212121

VOLUME FOUR

Replicating Jobs In Business and Industry
for Persons with Disabilities

Lloyd W. Tindall
John J. Gugerty
Thomas J. Heffron
Patrick G. Godar

The Vocational Studies Center
School of Education
University of Wisconsin-Madison

May, 1988

The publication was produced as part of a grant from the U.S. Department of Education, Office of Special Education and Rehabilitative Services. Contractors undertaking such projects under Government sponsorship are encouraged to express freely their professional judgement. Points of view or opinions stated do not, therefore, necessarily represent the official Department of Education position or policy. Grant Number G008530053, Project Number 158HH70010.

Table of Contents

Acknowledgments	1
Cross Reference of the Job Descriptions by Disability and Job Title	ii
 Section I: Catalog Purpose and How to Use	
Purpose	1
How to Use This Volume	1
Dictionary of Occupational Titles	6
 Section II: Job Descriptions	
Analyst - Division Directives; Physical Handicap; San Diego, CA	9
Animal Feeder/Cage Cleaner; Mental Retardation; LaGrange, KY	11
Associate Professor; Spina Bifida - Uses Wheelchair for Mobility; Cedar Falls, IA	13
Automotive Equipment Mechanic; Amputee - Left Leg Prosthesis; Boston, MA	16
Baker; Mental Illness; Providence, RI	19
Bakery Assistant; Learning Disability; Cedar Rapids, IA	21
Case Packer; Mental Retardation (Down's Syndrome); Rochester, NY	24
Checker; Muscular Dystrophy; St. Louis, MO	26
Child Care Worker; Mental Retardation; Iowa City, IA	28
Clinical Mental Health Counselor; Learning Disability - Dyscalculia Dysgraphia; Glenburnie, MD	31
Coordinator of Deaf Services; Deafness; Las Vegas, NM	34
Co-Owner/Storyteller/Performer; Learning Disability; Freeland, MD	37
Correspondence Specialist; Deafness; Glendale, CA	40
Courtesy Clerk; Mental Retardation - Mild; St. Louis, MO	42
Director of Commission of Handicapped Affairs; Physical Handicap - Uses Powered Wheelchair; Revere, MA	44
Disabled Program Manager; Cerebral Palsy; Sacramento, CA	47

Dispatcher; Paraplegia; Kalamazoo, MI	50
Editor, Research Associate; Multi-Handicaps - Hypoadrenocorticism, Allergies; New York, NY	52
Enclave Assembler; Mental Retardation - Severe; Hillsboro, OR	55
Equal Employment Opportunity Coordinator; Physical Handicap - Lower Extremities - Congenital; Boise, ID	58
Farm Machine Operator; Quadriplegia; Miles, IA	61
Food Attendant - Dishwasher; Mental Retardation; St. Paul, MN	63
Founder/Director; Muscular Dystrophy; Richmond, VA	65
General Assembler B; Blindness - Congenital; South Beloit, IL	68
General Clerk; Hearing Impairment; Boston, MA	70
General Factory Machine Operator; Learning Disability; Dyersville, IA	72
General Labor/Return Stocker; Mental Retardation - Mild; North Canton, OH	74
General Manager; Polio - Partial Paralysis; Moncks Corner, SC	76
Groundskeeper; Mental Retardation; Philadelphia, PA	79
Hanger Assembler; Multi-Handicaps - Mental Retardation (Down's Syndrome), Speech Impairment; Norwalk, CT	81
Housecleaner - Self-Employed; Mental Illness - Schizophrenia; Colorado Springs, CO	84
Housekeeper; Mental Illness - Paranoia, Depression; Cedar Rapids, IA	86
Janitor; Mental Illness; Clackamas, OR	88
Lab Aide; Blindness; Richmond, VA	90
Laundry Attendant; Mental Retardation; Atlanta, GA	92
Machine Feeder; Autism; North Quincy, MA	94
Mail Clerk; Autism; New York, NY	96
Mail Clerk; Learning Disability; Glendale, CA	99
Mail Communications Clerk; Learning Disability; New York, NY	101
Maintenance Laborer; Multiple Handicaps - Physical Limitations; Memory Loss; Flagstaff, AZ	104

Messenger; Psychological Disability; New York, NY	107
Nursery Helper; Multi-Handicaps, Brain Damage, Epilepsy; Bellingham, WA .	109
Operations Specialist - Proof Department; Hearing Impairment; Norfolk, VA	111
Operations Test Engineer; Multihandicaps - Paralysis of Left Leg, Right Leg Prosthesis, Lower Back Limitations; San Diego, CA	113
Operator - Directory Assistance; Polio; Boston, MA	116
Owner/Manager; Multihandicaps - Dyslexia, Visual Impairment; Vail, CO . .	119
Owner/Woodcarver; Multiple Sclerosis; Decorah, IA	122
Packing/Shipping Clerk; Physical Handicap - Arm Prosthesis; New York, NY	125
Personnel Clerk; Paraplegia T-5; Dallas, TX	127
Physical Science Technician; Cerebral Palsy; Peoria, IL	130
Potato Chip Crew Worker; Mental Retardation; Bryant, IN	133
President; Blindness; Delavan, WI	135
President/Manager; Spinal Cord Injury; Oregon, MO	138
Proof Machine Operator; Deafness; Richmond, VA	141
Purchaser/Salesperson; Learning Disability - Dyslexia; Vail, CO	143
Receiving Clerk; Deafness, Non-Verbal; Richmond, VA	145
Rehabilitation Specialist; Back Disability; West Springfield, MA	147
Repair Service Assistant; Visual Impairment; Boston, MA	150
Research and Development Engineer; Blindness; Mishawaka, IN	153
Rodeo Bull Rider Trainee; Emotional Handicap	156
Secretary; Visual Impairment; Eau Claire, WI	159
Senior Drafter; Polio - Congenital Partial Paralysis of Arm and Leg; Groton, CT	161
Senior Reproduction Clerk; Deafness; Oak Ridge, TN	164
Service Coordinator; Learning Disability - Dyslexia; Rochester, NY . . .	167
Shop Laborer/Pallet Maker; Mental Retardation; Lebanon, OR	170

Shrink Wrap Operator; Personality Disorder (Organic); Mental Retardation - Mild; Anchorage, AK	172
Splice/Service Technician; Learning Disability - Dyslexia; Boston, MA	174
Splice/Service Technician; Multiple Sclerosis; Boston, MA	177
Subcontract Specialist; Blindness - Legal; Wayne, NJ	180
Taxpayer Service Representative; Cerebral Palsy; Milwaukee, WI	183
Teacher of Visually Impaired; Blindness - Legal; Revere, MA	185
Vice President; Learning Disability; Aberdeen, MD	188
Waiter/Waitress; Mental Retardation - Mild; Selmer, TN	191
Window Washer; Mental Retardation; Kerhonkson, NY	194

Section III: Marketing Yourself: Strategies for Job Seekers

Introduction	197
Personal Marketing Plan	198
Recording Expenses	198
Self Appraisal	198
Job Sources	202
Recruitment	203
Resume	204
Letters	205
Interviewing	206
Discussing Salary	209
Disability Self-Identification	209
Employment Incentives	210
Follow-Up	212
Surviving the Job Search	213
Accepting Employment	214
Orientation	215
Training	217

Keeping and Improving Employment	217
Changes in Employment	220
Conclusion	221
References	223

Section IV: Resources for Job Replication

Organizations	225
Publications	225

Appendices

A - Job Replication Form	231
B - You Can Help Us Expand Job Opportunities In Business and Industry for Persons with Disabilities	237
C - Related Vocational Studies Center Publications	239

Acknowledgments

This publication was developed with the help and cooperation of several hundred individuals who willingly shared their ideas, materials and information about jobs which individuals with disabilities perform in business and industry. Each of these contributions is sincerely appreciated. We especially want to extend a "thank you" to the many employers who provided the descriptions of jobs which persons with disabilities are performing in business and industry. A special note of appreciation is also extended to the following persons who served as members of the format development committee.

Roxanne Benson
Owner/Manager
At Your Service
P.O. Box 23115
Milwaukee, WI 53223

John Petterle
Administrator
Stafford, Rosenbaum, Rieser,
and Hansen
131 W. Wilson St., Suite 1200
P.O. Box 1784
Madison, WI 53701

Charles Compton
Retired Corporate Executive
SCORE-Madison
210 N. Bassett
Madison, WI 53703

Sue Rood
Dept. Chairperson,
Special Education and Designated
Vocational Instruction Coord.
LaFollette High School
700 Pflaum Rd.
Madison, WI 53716

Frank Graeber
Personnel Manager
Ray-O-Vac
2851 Portage Rd.
Portage, WI 53901

Wayne Sherry
Chief of JTPA/Special Needs
Program Section
Bureau for Vocational Education
WI Dept. of Public Instruction
125 S. Webster St.
Madison, WI 53707

Joe Mielczarek
Coordinator - Program for the
Visually Impaired
North Central Tech. Inst.
1000 Campus Dr.
Wausau, WI 54401

Jim Stratton
Director, Classified Personnel
UW-Madison
A.W. Peterson Bldg., Rm. 230
Madison, WI 53706

We also extend our thanks and appreciation to Mel Appell, our Project Officer, for his assistance and advice in carrying out the project.

A special thanks is extended to Jay Rochlin, Executive Director, President's Committee on Employment of People with Disabilities.

A sincere appreciation and thank you is extended to Denise Wagner and Laurie Tourdot for typing and processing the many drafts and final copy of the manuscript.

Cross Reference of the Job Descriptions by Disability and Job Title

Amputee - Left Leg Prosthesis	Automotive Equipment Mechanic	16
Autism	Machine Feeder	94
Autism	Mail Clerk	96
Back Disability	Rehabilitation Specialist	147
Blindness	Lab Aide	90
Blindness	President	135
Blindness	Research and Development Engineer	153
Blindness - Congenital	General Assembler B	68
Blindness - Legal	Subcontract Specialist	180
Blindness - Legal	Teacher of Visually Impaired	185
Brain Damage/Epilepsy	Nursery Helper	109
Cerebral Palsy	Disabled Program Manager	47
Cerebral Palsy	Physical Science Technician	130
Cerebral Palsy	Taxpayer Service Representative	183
Deafness	Coordinator of Deaf Services	34
Deafness	Correspondence Specialist	40
Deafness	Proof Machine Operator	141
Deafness	Senior Reproduction Clerk	164
Deafness, Non-Verbal	Receiving Clerk	145
Emotional Handicap	Rodeo Bull Rider Trainee	156
Hearing Impairment	General Clerk	70
Hearing Impairment	Operations Specialist - Proof Department.	111
Learning Disability	Bakery Assistant	21
Learning Disability	Co-Owner/Storyteller/Performer	37
Learning Disability	General Factory Machine Operator	72
Learning Disability	Mail Clerk	99

Learning Disability	Mail Communications Clerk	101
Learning Disability	Vice President	188
Learning Disability - Dyscalculia, Dysgraphia	Clinical Mental Health Counselor	31
Learning Disability - Dyslexia	Purchaser/Salesperson	143
Learning Disability - Dyslexia	Service Coordinator	167
Learning Disability - Dyslexia	Splice/Service Technician	174
Mental Illness	Baker	19
Mental Illness	Janitor	88
Mental Illness - Paranoia, Depression	Housekeeper	86
Mental Illness - Schizophrenia	Housecleaner - Self-Employed	84
Mental Retardation	Animal Feeder/Cage Cleaner	11
Mental Retardation	Child Care Worker	28
Mental Retardation	Food Attendant - Dishwasher	63
Mental Retardation	Groundskeeper	79
Mental Retardation	Laundry Attendant	92
Mental Retardation	Potato Chip Crew Worker	133
Mental Retardation	Shop Laborer/Pallet Maker	170
Mental Retardation	Window Washer	194
Mental Retardation (Down's Syndrome)	Case Packer	24
Mental Retardation - Mild	Courtesy Clerk	42
Mental Retardation - Mild	General Labor/Return Stocker	74
Mental Retardation - Mild	Waiter/Waitress	191
Mental Retardation - Severe	Enclave Assembler	55
Multi-Handicaps - Hypoadrenocorticism, Allergies	Editor, Research Associate	52

Multi-Handicaps - Mental Retardation (Down's Syndrome), Speech Impairment	Hanger Assembler	81
Multihandicaps - Dyslexia, Visual Impairment	Owner/Manager	119
Multihandicaps - Paralysis of Left Leg, Right Leg Prosthesis, Lower Back Limitations	Operations Test Engineer	113
Multiple Handicaps - Physical Limitations; Memory Loss	Maintenance Laborer	104
Multiple Sclerosis	Owner/Woodcarver	122
Multiple Sclerosis	Splice/Service Technician	177
Muscular Dystrophy	Checker	26
Muscular Dystrophy	Founder/Director	65
Paraplegia	Dispatcher	50
Paraplegia T-5	Personnel Clerk	127
Personality Disorder (Organic); Mental Retardation - Mild	Shrink Wrap Operator	172
Physical Handicap	Analyst - Division Directives	9
Physical Handicap - Arm Prosthesis	Packing/Shipping Clerk	125
Physical Handicap - Lower Extremities - Congenital	Equal Employment Opportunity Coordinator	58
Physical Handicap - Uses Powered Wheelchair	Director of Commission of Handicapped Affairs	44
Polio	Operator - Directory Assistance	116
Polio - Congenital Partial Paralysis of Arm and Leg	Senior Drafter	161
Polio - Partial Paralysis	General Manager	76
Psychological Disability	Messenger	107
Quadriplegia	Farm Machine Operator	61
Spina Bifida - Uses Wheelchair for Mobility	Associate Professor	13

Spinal Cord Injury	President/Manager	138
Visual Impairment	Repair Service Assistant	150
Visual Impairment	Secretary	159

Section I

Catalog Purpose and How to Use



PURPOSE

This publication provides information about jobs performed in business and industry by persons with disabilities. It is important for people with disabilities to have role models that will help raise their vocational aspirations and expectations. Exemplary employment models are also needed by teachers, counselors, job placement personnel and employers who work with people who are disabled. Each job described in this catalog is performed by a specific person who is disabled. Readers should not conclude that such jobs are the only ones which persons with similar disabilities could perform, although these jobs might be replicated for persons with similar disabilities. Each description can be used to stimulate thinking about additional jobs which persons with disabilities could perform. Keep in mind that that key factors in matching jobs to persons with disabilities are a person's interests, abilities and aspirations.

The job descriptions in this publication are cross referenced by disability and job title. These jobs show that persons with disabilities are performing at levels above many people's expectations. These jobs are performed by persons with many different types of disabling conditions and levels of severity. Some jobs included in this publication show that persons with severe disabilities can work full time, receive employment benefits and achieve vocational independence.

The information on each job description in this catalog was provided by employers, employees who are disabled, job placement specialists and other interested persons. The Jobs Replication Form which was used to obtain information on job descriptions in this catalog can be found in Appendix A page 231. Please see Appendix B on page 237 for information on how you can help us obtain additional job description on jobs which persons with disabilities are performing in business and industry.

HOW TO USE THIS VOLUME

Potential users of this catalog include persons with disabilities, special educators, vocational instructors, rehabilitation counselors, job placement and job development counselors, employers and others. Each job description specifies the type of job, disability of the person performing the job and five areas of job information.

- | | |
|------------------------|--|
| 1. Company Information | company name and description, number of employees, and the name of a person to contact for more information |
| 2. Job Requirements | academic credentials, work experience, examinations and other job requirements |
| 3. Job Information | wages, benefits, work schedule, work setting, probationary period, employment history, narrative description, physical demands, physical activities performed, environmental conditions, special conditions, work group, standard training period and standard amount of supervision |

4. Significant Duties leadership/administrative/managerial, tasks in the areas of problem solving/reasoning, computers, mathematics, writing, reading, communication, manual/perceptual tasks and other significant duties or job features
5. Special Considerations limitations, special training, job accommodations, personal strengths and financial incentives for hiring

This catalog presents a cross section of jobs which persons with disabilities perform. Many other persons with disabilities may achieve on a level equal to those whose jobs are described, or learn to perform jobs of greater difficulty and reach higher plateaus. Teamwork, coordination and cooperation among all involved in the education, placement and employment of persons with disabilities are needed if persons with disabilities are to achieve their full potential. Listed below are some ideas of how specific groups and individuals might use this catalog of jobs.

Persons with Disabilities

- . provide direction about specific job areas
- . help secondary and postsecondary students be aware of specific job requirements, duties and conditions
- . use when planning a course of study at the secondary or postsecondary level
- . help identify skills and interests
- . use as an incentive for training, promotion or to expand knowledge about successful employees
- . expand thinking about what jobs successful people with disabilities are doing in business and industry
- . use as a reference during the job search process
- . use to inform prospective employers about needed accommodations
- . use to identify agencies which might supply support services or assist in obtaining a job
- . stimulate thinking about career changes and job advancement

Special and Vocational Educators

- . use as examples in a career development curriculum
- . use as a tool to develop on the job training sites

- . use with students in individual counseling sessions to help them become aware of their potential
- . use to show students the diversity of jobs which people with disabilities perform
- . supplement career information systems
- . use in the preservice and inservice training of regular teachers in order to expand their thinking about the range of jobs that students with disabilities might perform
- . use with employers in discussing the capabilities of students with disabilities
- . use as a base for replicating specific jobs in local businesses
- . use to compare similar job titles but different duties
- . use with parents to stimulate realistic vocational goals for their son or daughter

Job Placement and Job Development Counselors

- . use to stimulate and expand thinking about job possibilities for persons with disabilities
- . use to replicate a specific job for an interested person who is disabled
- . use with employers to establish credibility that the specific job is being performed by a person who is disabled in a similar place of business
- . use as a guide to match skills with possible jobs
- . use in staff development training
- . use to supplement and reinforce a job matching program
- . use to find or develop similar jobs in the local community
- . use the contact persons as additional resources
- . use as a guide on job accommodations to maintain an employee on the job
- . use as a model for developing additional job descriptions

Employers

- . review for ideas on job accommodations that other employers have made for persons with disabilities
- . review to stimulate thinking about jobs that persons with disabilities might perform in employer's company
- . use in company training programs and internal publications to relieve employee anxieties about the performance capabilities of persons with disabilities
- . use to replicate a job which exists in a similar work situation in another company or another location of the same company

Guidance Counselors

- . use as examples during individual and group counseling to encourage students with disabilities to develop and use their educational and employment potential and to expand their career interests
- . use as role models to show what others are doing
- . use to help students with disabilities set goals for education and employment
- . distribute to other staff members in order to increase their awareness of the employment possibilities for students with disabilities
- . use in conjunction with computer assisted counseling programs

Teacher Educators

- . provide examples to prospective teachers in order to expand their thinking about jobs that their students are capable of performing
- . use as an inservice tool to stimulate and expand the thinking of teachers and administrators as to the jobs that students with disabilities can and are performing
- . use as a guide to learn about accommodations that employer have made for persons with disabilities
- . review the jobs being performed by persons with disabilities to gain insight into possible revisions needed in the teacher education program

Parents

- . study the contents in order to stimulate thinking about possible jobs for which their disabled son or daughter may prepare
- . use in the development and implementation of the IEP and as an aid in the school to work transition
- . use as a discussion tool to help their son or daughter in selecting courses needed to achieve education and career goals
- . stimulate job leads and opportunities for the teacher or job developer
- . use as a source of information on jobs and duties performed by persons with disabilities
- . use as a reference on how job accommodations are used to maintain an employee on the job

Listed below are some ideas on how this Jobs Catalog can be used to increase the vocational and career aspirations and expectations of persons with disabilities.

1. Special and vocational educators can use the listed jobs as a resource to raise their expectations and the expectations of their students. Students can see what other persons with similar disabilities are accomplishing. If a student is not interested in the specific job or jobs listed, he or she should be made aware that perhaps similar accommodations could be made in a job in which they are interested.
2. Parents of handicapped individuals can use these jobs to stimulate their own thinking about the jobs which their sons or daughters might perform.
3. Handicapped youth can use the job descriptions to stimulate their thinking as to the type of jobs they would like to do. Handicapped youth might be encouraged to explore jobs in which they had an interest but no incentive to pursue. The awareness levels of job possibilities and career options will be improved.
4. Use as resource in the training of job development and job placement counselors.
5. The special considerations section can be used as a resource to explore appropriate accommodations for handicapped persons.
6. Use in teacher education preservice and inservice classes to show the diversity of job opportunities for students with handicaps.

7. Use with employers to provide stimulation as to the possibilities of how they might employ handicapped persons. An employer would not need to have the exact job indicated. An employer's ingenuity and imagination might be triggered by reviewing actual jobs. The examples may help employers overcome their anxiety in hiring handicapped persons. Job listings may stimulate employers to consider hiring handicapped individuals in a position in which they previously thought impossible.
8. Used in counseling handicapped youth. Teachers and counselors may need to read and interpret the information for the handicapped student.

DICTIONARY OF OCCUPATIONAL TITLES

The DOT numbers assigned to Volume IV job descriptions are from the Dictionary of Occupational Titles, Fourth Edition, 1977. This edition contains approximately 20,000 jobs based on more than 75,000 onsite analyses conducted from 1965 to mid 1970s and on extensive contacts with professional and trade associations.

Background Information on the DOT¹

The Dictionary of occupational Titles is an outgrowth of the needs of the public employment service system for a comprehensive body of standardized occupational information for purposes of job placement, employment counseling and occupational and career guidance, and for labor market information services. In order to implement effectively its primary assignment of matching jobs and workers, the public employment service system requires a uniform occupational language for use in all of its offices. This is needed to compare and match the specifications of employer job openings and the qualifications of applicants who are seeking jobs through its facilities.

The Occupational Code Number

The first item in the DOT occupational definition is the 9-digit occupational code. In the DOT occupational classification system, each set of three digits in the 9-digit code number has a specific purpose or meaning. Together, they provide a unique identification code for a particular occupation which differentiates it from all others.

The first three digits identify a particular occupational group. All occupations are clustered into one of nine broad "categories". The nine primary occupational categories are listed below:

¹U.S. Department of Labor (1977). Dictionary of Occupational Titles. Washington, D.C., Employment and Training Administration.

- 0/1 Professional, Technical, and Managerial Occupations
- 2 Clerical and Sales Occupations
- 3 Service Occupations
- 4 Agricultural, Fishery, Forestry, and Related Occupations
- 5 Processing Occupations
- 6 Machine Trades Occupations
- 7 Bench Work Occupations
- 8 Structural Work Occupations
- 9 Miscellaneous Occupations

The second digit refers to a division within the category. The third digit defines the occupational group within the division.

The middle three digits of the DOT occupational code are the worker functions ratings of the tasks performed in the occupation. Every job requires a worker to function to some degree in relation to data, people, and things. A separate digit expresses the worker's relationship to each of these three groups. Worker functions involving more complex responsibility and judgment are assigned lower numbers in these three groups while functions which are less complicated have higher numbers.

The last three digits of the occupational code number indicate the alphabetical order of titles within 6-digit code groups. They serve to differentiate a particular occupation from all others. A number of occupations may have the same first six digits, but no two can have the same nine digits.

The full nine digits thus provide each occupation with a unique code suitable for computerized operations.

Section II

Job Descriptions



 Indicates a new job description.

**Analyst - Division Directives****Physical Handicap**

D.O.T. #131.267-026

Company InformationCompany Name

General Dynamics - Space System
P.O. Box 85990
San Diego, CA 92138

Description of Company

Manufactures space flight systems
and services.

Number of Employees

2,915 total company
2,464 this site

For more information, contact

Frank Maxfield
Manager - Information Resource
Management
(619) 547-7355

Requirements of This JobAcademic Credentials Required

Bachelor's degree

Work Experience Required

Technical writing skills preferred.

Examinations Required

Physical

Other Job Requirements

None

Job InformationWages

\$2,500 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:15 p.m.

Work Setting

Office

Probationary Period

None

Employment History

4 years with company
20 months in this position

Narrative Description

Assists with compiling and generating
division standard practice documents;
and controls company policy system
through various management levels.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, see, hear, sense of
touch, finger dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

One-to-one and in small group

Standard Training Period

None

Standard Amount of Direct Supervision

Moderate

Analyst - Division Directives

Physical Handicap

Significant Duties

Leadership/Administrative/Managerial

Develop company policies

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Collect and organize information

Evaluate for accuracy and completeness

Computer Tasks

None

Mathematical Tasks

None

Writing Tasks

Copy accurately

Write legibly

Write sentences in standard English

Organize, select, and relate ideas in writing

Produce intelligible written documents

Reading Tasks

Read simple directions

Communication Tasks

Listen

Talk

Use appropriate vocabulary and grammar

Manual Perceptual Tasks

None

Special Considerations for This Worker

Limitations

Lifting, carrying, standing, walking, kneeling, squatting, uses wheelchair, remembering, following spoken directions, following written directions

Special Training

None

Job Accommodations

Work station located by employer to allow employee easier access (no cost).

Personal Strengths

Attention to detail

Keeps informed

Financial Incentives for Hiring

None

Animal Feeder/Cage Cleaner**Mental Retardation**

D.O.T. #410.674-010

Company InformationCompany Name

Pet Paradise
LaGrange Square Shopping Center
LaGrange, KY 40031

Description of Company

Pet shop - retail animals/supplies

Number of Employees

5 total company
5 this site

For more information, contact

Nancy Toole
Community Employment Job Placement
Coordinator
(502) 241-6250

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

Animal care preferred

Examinations Required

None

Other Job Requirements

None

Job InformationWages

\$3.35 per hour

Benefits

FICA
Worker's compensation

Work Schedule

Permanent
6 days a week, 2 hours a day
10:00 a.m. to 12:00 p.m.

Work Setting

Retail - pet shop

Probationary Period

Same as individual training
period.

Employment History

22 months with company
22 months in this position

Narrative Description

Feeds and waters small animals daily including: birds, guinea pigs, hamsters, rats, rabbits, cats, dogs, ferrets; cleans cages as needed; cleans shelves and windows in animal area daily; and sweeps, mops, takes out garbage, and cleans out sink daily.

Physical Demands

100% light work

Physical Activities Performed

Reach, balance, stoop, kneel, crouch, turn, see, color vision, finger dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

Works alone

Standard Training Period

2-5 days

Standard Amount of Direct Supervision

Minimal

Animal Feeder/Cage Cleaner**Mental Retardation****Significant Duties**Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Review progress periodically

Evaluate for accuracy and completeness

Correct deficiencies

Computer Tasks

None

Mathematical Tasks

Understand order (e.g., first, second, last)

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Special Considerations for This WorkerLimitations

Reading, writing, spelling, mathematics

Special Training

Initial special on-site training provided by Community Employment Inc. on a daily basis. A color coding system/chart for nondaily cleaning tasks was used during the special training for animal and food tasks.

Job Accommodations

Job placement and employee/employer support services provided by Community Employment Inc. to accommodate need for support (15 minutes weekly).

Additional on-site training provided by Community Employment Inc. due to limited time available by the employer (3-4 months).

Employee's work checked by coworker prior to leaving due to the importance of care of the animals.

Personal Strengths

Highly motivated to work

Likes animals

Follows directions well

Financial Incentives for Hiring

None

Associate Professor

Spina Bifida -
Uses Wheelchair for Mobility

D.O.T. #090.227-010

Company Information

Company NameUniversity of Northern Iowa
Department of Special Education
Cedar Falls, IA 50614Description of Company

A state university

Number of Employees500 total company
500 this siteFor more information, contactRonald J. Anderson
Associate Professor
(319) 273-3291

Requirements of This Job

Academic Credentials Required

Doctorate

Work Experience Required

Teaching experience required

Examinations Required

None

Other Job Requirements

Dress code

Job Information

Wages

\$2,500 per month

BenefitsPaid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insuranceWork SchedulePermanent status
5 days a week, 10+ hours a day
8:00 a.m. to 9:00 p.m., depending
on dayWork Setting

Office, classroom

Probationary Period

6 years

Employment History8 years with company
2 years in this positionNarrative DescriptionTeaches university students how to
educate exceptional children;
conducts research; publishes articles
in professional journals; and
provides community service and
consulting.Physical Demands

50% sedentary, 50% light work

Physical Activities PerformedPush, pull, reach, stoop, sit,
turn, see, hear, sense of touch,
finger dexterityEnvironmental Conditions

Dry

Special Conditions

High level of stress

Work GroupWorks alone, one-to-one, and in
small and large groupsStandard Training Period

Information not provided

Standard Amount of Direct Supervision

None

Associate Professor

**Spina Bifida -
Uses Wheelchair for Mobility**

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

- Enter data into computers
- Access data from computers
- Perform word processing
- Perform systems analysis

Mathematical Tasks

- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)
- Prepare budgets

Writing Tasks

- Write legibly
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

Reading Tasks

- Read technical information

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

- Eye-hand coordination
- Develop visual presentations

Special Considerations for This Worker

Limitations

Lifting, carrying, standing, walking,
kneeling, squatting

Special Training

None

Job Accommodations

Raised work desk with wood blocks
provided by employer to accommodate
employee's wheelchair (\$25).

Personal Strengths

Self-motivated
Tolerates frustration and delay
Self-confidence

Financial Incentives for Hiring

None

**Automotive Equipment Mechanic****Amputee - Left Leg Prosthesis**

D.O.T. #620.261-010

Company InformationCompany Name

New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company

Telecommunication products and services.

Number of Employees

28,000 total company
200 this site

For more information, contact

John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Requirements of This JobAcademic Credentials Required
LicenseWork Experience Required

Hydraulics and/or heavy vehicle maintenance required.

Examinations Required

Physical, hearing, vision, Automotive Equipment Mechanic Personal interview

Other Job Requirements

Driver's license, union membership, on call

Job InformationWages

Approximately \$13.00 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%
Savings plan

Work Schedule

Permanent status
5 days a week, 8 hours a day
3:30 p.m. to 11:30 p.m.

Work Setting

Garage

Probationary Period

6 months

Employment History

4 years with company
4 years in this position

Narrative Description

Receives vehicle trouble reports; diagnoses vehicle problem for cars, vans, and bucket trucks; and repairs company vehicles

Physical Demands

100% light work

Physical Activities Performed

Push, pull, reach, climb, stoop, kneel, crouch, crawl, sit, turn, see, hear, sense of smell, finger dexterity

Environmental Conditions

Hot, cold, dry, wet, dust, dirt, odors, noise, vibration, mechanical hazards, moving objects

Special Conditions

Precision/quality

Work Group

Small group

Standard Training Period

Various automotive classes for mechanics including instruction on auxiliary equipment maintenance for hydraulic repairs. Standard training is also provided when necessary on new equipment, tools, and materials.

Standard Amount of Direct Supervision

Moderate

Automotive Equipment Mechanic

Amputee - Left Leg Prosthesis

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Identify alternative approaches or solutions

Evaluate for accuracy and completeness

Correct deficiencies

Computer Tasks

Enter data into computers

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Estimate quantities needed to do a job

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Stay on the topic in job-related conversations

Report accurately what others have said

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (automotive mechanic wrenches, pliers, screwdrivers, and other hand tools)

Operate machine(s) (vehicle maintenance machines)

Set up machine(s)

Operate job-related power tool(s) (drills, bolt remover, power tools, hydraulic tools and lifts, and vehicles)

Special Considerations for This Worker

Limitations

None

Special Training

Employee receives a wage increase upon completion of each training level.

Job Accommodations

None

Personal Strengths

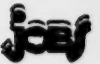
Excellent work attitude
Excellent worker
Conscientious
Dedicated

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Be open-minded; obtain upper management support; and conduct awareness training for employees and management team.

**Baker****Mental Illness**

D.O.T. #526.381-010

Company InformationCompany Name

Cookie Place
150 Washington Street
Providence, RI 02903

Description of Company

Retail and wholesale bakery/cafe
providing supported employment to
psychiatrically disabled adults.

Number of Employees

20 total company
20 this site

For more information, contact

Rhonda Levey, Executive Director
(401) 351-8789

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Age 18 minimum
Uniform
Motivation

Job InformationWages

\$4.00 per hour

Benefits

Paid vacation
Paid holidays
FICA
Worker's compensation

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting

Kitchen

Probationary Period

3 months

Employment History

5 years with company
5 years in this position

Narrative Description

Prepares and bakes all products sold
at Cookie Place; cleans the baking
area; and stores and handles food.

Physical Demands

95% medium work, 5% heavy work

Physical Activities Performed

Push, pull, reach, stoop, turn, see,
depth perception, hear, sense of
smell, sense of taste, sense of
touch, finger dexterity

Environmental Conditions

Hot, mechanical hazards, burns,
flour particles

Special Conditions

High rate of production
Precision/quality
Distracting conditions
High level of stress

Work Group

Works alone and in small group

Standard Training Period

10 days

Standard Amount of Direct Supervision

Moderate

Baker**Mental Illness****Significant Duties**Leadership/Administrative/Managerial

Implement health and safety procedures

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+,-,x,/)

Writing Tasks

Write legibly

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Read and understand recipes

Communication Tasks

Listen

Follow intent of oral directions

Talk

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (measuring utensils, scoopers, scales and other baking hand tools and equipment)

Operate machine(s) (mixers, ovens)

Special Considerations for This WorkerLimitations

Vision, feeling/sensory, limited stamina initially, constant throbbing in head related to disability

Special Training

Supervisor and guest instructors from the Health Department, American Red Cross, and Culinary Arts Department provided initial special training to review standard training using speakers, films and handouts. Employee entered permanent employment upon completion of the special training.

Job Accommodations

Work hours gradually increased by employer to accommodate employee's limited stamina.

Flexible break time provided by employer to accommodate employee's medication effects.

Personal Strengths

Motivated

Enthusiastic

Math skills and basic intelligence

Cooperative

Social skills

Financial Incentives for Hiring

The Work Place Inc. Agency has a yearly contract with Rhode Island Department of Mental Health to provide jobs to mental health clients.

Other Job Replication Factors

It is important for the work schedule and pace to be flexible, especially at the beginning. Once the worker is confident and adjusted to the job, the employee's work hours can increase accordingly. The work environment must be supportive for the worker to achieve job security.

Bakery Assistant

Learning Disability

D.O.T. #526.686-010

Company InformationCompany Name

International Pastries Ltd.
Lindale Mall
Cedar Rapids, IA 52402

Description of Company

Retail bakery; regular counter items, including a wide variety of goods and special orders (two locations in Iowa).

Number of Employees

55 total company
32 this site

For more information, contact

Glen B. Jensen, Owner
(319) 393-2834

Requirements of This JobAcademic Credentials Required

GED, High school diploma

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Age 16 minimum (must be 18 to operate some machinery), must be clean and well-groomed

Job InformationWages

\$5.65 per hour, \$60-\$120 on
Sundays

BenefitsFICA

Worker's compensation
Unemployment compensation
Medical insurance
Life insurance
Pay raises given in lieu of
paid vacations

Work Schedule

Permanent status
4-5 days a week, 8 or more hours
a day
Time of work varies
Rotating shifts

Work Setting

Bakery (in a mall)

Probationary Period

None

Employment History

6 years with company
1.5 years in this position

Narrative Description

Responsible for mixing products used in the bakery; as Sunday manager schedules and supervises personnel, judges amount of product to produce; and supervises night clean up crew.

Physical Demands

50% sedentary, 10% light work, 10% medium work, 30% heavy work

Physical Activities Performed

Push, pull, reach, climb, balance, stoop, kneel, crouch, turn, see, color vision, depth perception, hear, sense of smell, sense of taste, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

High rate of production
Precision/quality
Distracting conditions
High level of stress
(all may be present at some time)

Work Group

Small group

Standard Training Period

On-the-job training

Standard Amount of Direct Supervision

None to minimal

Bakery Assistant**Learning Disability****Significant Duties****Leadership/Administrative/Managerial**

Provide leadership
Implement company policies
Specify goals and work tasks of others
Supervise personnel
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Identify alternative approaches or solutions
Review progress periodically
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Use numerical values from charts, diagrams, tables
Make and use measurements
Use formulas (translating, substituting values)

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (bakery tools)
Operate machine(s) (mixer, sheeter, ovens, proof box, coffee machine)

Special Considerations for This Worker

Limitations

Low frustration tolerance, reading,
writing

Special Training

Owner provided 2 years of on-the-job
training based on worker's capacity and
need.

Job Accommodations

None

Personal Strengths

Gets along well with others
Willing to do what needs to be done
Reliable and punctual

Financial Incentives for Hiring

Ralston-Purina grant paid for first
120 hours of company employment.

**Case Packer****Mental Retardation
(Down's Syndrome)**

D.O.T. #920.685-078

Company InformationCompany Name

Rosetto Foods, Inc.
10 White Street
Rochester, NY 14608

Description of Company

Manufactures frozen pasta products
(i.e., ravioli, tortellini)

Number of Employees

65 total company
65 this site

For more information, contact

Robert Landry, President
(716) 546-7504

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

Handling of packing materials and
palletizing of products preferred

Examinations Required

Physical, hearing, food handler's

Other Job Requirements

Uniform

Job InformationWages

\$5.00 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Profit sharing

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 4:30 p.m.

Work Setting

Factory

Probationary Period

6 months

Employment History

4 years with company
4 years in this position

Narrative Description

Sets up and feeds empty carton boxes
to packing station; takes automati-
cally taped, filled boxes from the
discharge conveyor and places on
pallets; ensures proper count and
configuration of pallet; and attaches
coding label to pallet before moving
from assembly area.

Physical Demands

50% sedentary, 50% light work

Physical Activities Performed

Push, pull, reach, stoop, turn,
see, depth perception, sense of
touch, finger dexterity, strength

Environmental Conditions

Wet, noise, vibration, mechanical
hazards, moving objects, cramped
quarters

Special Conditions

High rate of production
Distracting conditions

Work Group

Small group

Standard Training Period

2 hours

Standard Amount of Direct Supervision

Moderate

Case Packer

**Mental Retardation
(Down's Syndrome)**

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Recognize and use appropriate
procedures
Conduct work activities in appropriate
sequence

Computer Tasks
None

Mathematical Tasks
Count
Understand order (e.g., first, second,
last)

Writing Tasks
None

Reading Tasks
Identify work-related symbols/signs

Communication Tasks
Listen
Follow intent of oral directions
Talk

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Construct, fabricate or assemble
materials
Tend machine (carton tapers)

Special Considerations for This Worker

Limitations
Interactions with coworkers, working
alone, speaking, following written
directions, spelling, mathematics

Special Training
Weekly on-site training provided by job
coach and supervisor. Employee re-
ceived a wage increase upon completion
of the special training.

Job Accommodations
Additional time provided by employer
for employee to obtain required
job production level (no cost).
Coworker provides reminders of
time schedule to accommodate
employee's ability to tell time
(no cost).

Personal Strengths
Good attendance
Physical strength
Copes with job repetition

Financial Incentives for Hiring
None

**Checker****Muscular Dystrophy**

D.O.T. #211.462-014

Company InformationCompany Name

Schnuck Markets, Inc.
4900 Manchester
St. Louis, MO 63110

Description of Company

Retail grocery store

Number of Employees

10,000 total company
300 this site

For more information, contact

Julie Helmke, Personnel Specialist
(314) 534-5071

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

Checker skills test

Other Job Requirements

Age 18 minimum, uniform, union
membership, dress code

Job InformationWages

\$4.50 per hour

Benefits

Provided through union member
ship

Work Schedule

Seasonal status
3-5 days a week, 4-6 hours a day
Time of work varies, rotating
shifts

Work Setting

Grocery store

Probationary Period

30 days

Employment History

4 months with company
4 months in this position

Standard Training Period

18-22 hours (14 class instruction
hours on cash register operation
and 4 to 8 hours of in-store
training.)

Standard Amount of Direct Supervision

Minimal

Narrative Description

Scans grocery items through register
laser, or keys in item codes; weighs
produce; receives payment (check,
cash, food stamps, etc.); counts back
change to customer; bags groceries if
needed; maintains cash balance in
register at all times; and maintains
friendly customer relations.

Physical Demands

100% medium work

Physical Activities Performed

Push, pull, reach, stoop, crouch,
turn, see, hear, sense of touch,
finger dexterity, stand, bend

Environmental Conditions

Noise, cramped quarters

Special Conditions

High rate of production
Precision/quality
Distracting conditions
High level of stress

Work Group

One-to-one with customer and
in large group

Checker**Muscular Dystrophy****Significant Duties**Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Evaluate for accuracy and completeness
Correct deficiencies

Computer Tasks

Enter data into computerized cash registers

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Handle basic calculations (+, -, x, /)
Calculate costs
Make and use measurements
Make change

Writing Tasks

Write legibly
Complete forms accurately

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (grocery check register hand tools and equipment)
Operate machines (computerized register with scale and check cashing card machine)
Use keyboard skills
Bags groceries and places in shopping cart

Special Considerations for This WorkerLimitations

Standing, walking using crutches

Special Training

Initial standard training provided in simulated store environment with cash registers, baskets of groceries, etc. Class materials presented in written and oral formats. Instruction provided by training specialist and in-store trainer. Employee received certificate upon completion of the standard training.

Job Accommodations

Assigned by employer to cash register stations that provide balancing point for standing (all stations except express lane) (no cost).

Personal Strengths

Determined attitude
Adapts to job environment and requirements
Friendly, helpful

Financial Incentives for Hiring

None

**Child Care Worker****Mental Retardation**

D.O.T. #355.674-010

Company InformationCompany Name

Handicare
P.O. Box 3122
Iowa City, IA 52244

Description of Company

Early childhood development center for infants and children (ages 0 to 6). Fifty percent of children served have a developmental disability.

Number of Employees

28 total company

For more information, contact

Ann Riley, Director or
Dawn Morgan, Assistant
(319) 354-7641

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

Strong interest and/or experience in child care.

Examinations Required

Physical

Other Job Requirements

Age 16 minimum, no criminal record of aggressive crimes

Job InformationWages

\$3.75 per hour

Benefits

Paid holidays
Paid sick days
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance

Work Schedule

Seasonal status
3 days a week, 2-6 hours a day
8:30 a.m. to 3:00 p.m.

Work Setting

Daycare/preschool

Probationary Period

None

Employment History

1 year with company
1 year in this position

Narrative Description

Supervises, disciplines, and assists children individually and in small groups in daily and special activities; attends staff meetings, special events, and field trips; records childrens' progress; consults with parents; and performs general cleaning duties.

Physical Demands

20% light work, 80% medium work

Physical Activities Performed

Reach, run, stoop, kneel, crouch, sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions

Noise

Special Conditions

Distracting conditions (lots of children)
High level of stress (deadlines, noise and activities)

Work Group

Small and large groups

Standard Training Period

30 days

Standard Amount of Direct Supervision

Moderate

Child Care Worker

Mental Retardation

Significant Duties

Leadership/Administrative/Managerial

Supervise children

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Collect and organize information

Analyze and synthesize information

Identify alternative approaches or solutions

Review progress periodically

Correct deficiencies

Summarize and draw conclusions

Computer Tasks

None

Mathematical Tasks

Count to ten

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Writing Tasks

Write legibly

Complete forms accurately

Write sentences in standard English

Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Stay on the topic in job-related conversations

Report accurately what others have said

Give clear oral instructions and directions

Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination

Construct, fabricate or assemble materials

Use job-specific hand tools and equipment (educational and recreational equipment)

Special Considerations for This Worker

Limitations

Low frustration tolerance, interactions with coworkers, reading, writing, spelling (for daily reports), working alone, remembering, chronic paranoid thoughts

Special Training

None

Job Accommodations

Coworker added in child care room during maximum attendance periods to accommodate employee's need to increase intervention with children's activities and problems (approximately \$48/week).

Job sharing for part time positions is used to accommodate employee (works well for 2-4 hr. periods) (No additional cost.)

Personal Strengths

Requires minimal supervision
Handles work frustration
Assesses the situation and interacts as needed

Financial Incentives for Hiring

For initial training



Clinical Mental Health Counselor

**Learning Disability -
Dyscalculia, Dysgraphia**

D.O.T. #045.107-010

Company Information

Company Name

Creative Counseling Center
Brantly Building, Suite 4
8 Crain Highway Northwest
Glenburnie, MD 21061

Description of Company

Provides Alcohol and Other Drug
Abuse (AODA), disability, family and
group counseling services.

Number of Employees

4 total company
4 this site

For more information, contact

Barbara Hastings, Counselor
(301) 740-2055

Requirements of This Job

Academic Credentials Required

Master's degree in counseling

Work Experience Required

Counseling experience preferred.

Examinations Required

None

Other Job Requirements

Own vehicle, on call, dress code

Job Information

Wages

\$55 per hour average

Benefits

None

Work Schedule

Permanent status
2 days a week, 3-8 hours a day
Time of work varies

Work Setting

Office

Probationary Period

Informally 1 year

Employment History

1 year with company
1 year in this position

Narrative Description

Counsels individuals and groups of
clients with learning disabilities
regarding the following skills:
problem-solving, stress management,
goal setting, self-advocacy and
self-concept development.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, stoop, sit, turn, see, color
vision, depth perception, hear,
sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Ethical considerations
Maintaining adequate client load

Work Group

One-to-one and in small group

Standard Training Period

None

Standard Amount of Direct Supervision

Minimal

Clinical Mental Health Counselor

Learning Disability -
Dyscalculia, Dysgraphia

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Develop company policies
- Implement company policies
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)

Writing Tasks

- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing

Reading Tasks

- Read simple directions
- Read professional journals/books

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

None

Special Considerations for This Worker

Limitations

Reading (reversals, omissions, additions), mathematics (abstract math), remembering, following spoken directions, following written directions

Special Training

None

Job Accommodations

Proofreading of written materials provided by spouse to accommodate employee's writing ability.
Directions and appointments are written down by employee to accommodate memory of verbal information.
Samples of completed forms are kept by employee to accommodate concrete writing level.
Conferences and workshops are attended by employee to provide support for job.
Employee arrives at work early to perform writing tasks to accommodate employee's writing speed and accuracy skills.

Personal Strengths

Conscientious
Cares about people
Good speaker and listener

Financial Incentives for Hiring

None

Other Job Replication Factors

Employer should structure job duties and allow time to learn skills. Once job duties are learned, the employee functions as well as anyone else. Make abstract skills concrete. Employers should thank employee for positive actions at work. Be accepting of employee's disability.

Am

**Coordinator of Deaf Services****Deafness**

D.O.T. #094.224-010

Company InformationCompany Name

Las Vegas Medical Center
Box 1388
Las Vegas, NM 87701

Description of Company

A state psychiatric medical facility including a forensic treatment unit and long term care service for mentally and emotionally disturbed persons aged 14 years and up.

Number of Employees

845 total company
845 this site

For more information, contact

Daisy N. Rice
Coordinator of Deaf Services
(505) 425-6711

Requirements of This JobAcademic Credentials Required

Bachelor's degree

Work Experience Required

Successful experience with deaf and communication disordered persons.

Examinations Required

Physical

Other Job Requirements

Must know sign language

Job InformationWages

\$2,103 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting

Hospital

Probationary Period

6 months

Employment History

15 years with company
4 years in this position

Work Group

Works alone and in small group

Narrative Description

Provides services for hearing impaired/communication disordered patients: teaches/interprets sign language, academics, and nonverbal communication; conducts Pure-Tone Audiometric testing; provides hearing aid orientation, maintenance and hearing conservation; conducts adult living skills training; and provides psychosocial therapy/remediation when referred by Treatment Team.

Physical Demands

70% sedentary, 30% light work

Physical Activities Performed

All physical activities except hearing, see, color vision, depth perception, senses of smell, taste, and touch, finger dexterity

Special Conditions

Emotional/mental status of clients

Standard Amount of Direct Supervision

Minimal to moderate

Coordinator of Deaf Services

Deafness

Significant Duties

Leadership/Administrative/Managerial

Represent the company at internal functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions

Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

None

Writing Tasks

Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Treatment plan reports

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Report accurately what others have said
Explain activities and ideas clearly
Effectively present information to groups
Uses sign language

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Operate machine(s) (audiometric and hearing test machines, hearing aid equipment)

Special Considerations for This Worker

Limitations

Hearing

Special Training

Fourteen days of mandated training provided every 3 years by state staff concerning rules, regulations, procedures, fire safety, first aid, and driver's training. Special training materials used include cardiopulmonary resuscitation (CPR), fire equipment for extinguishing fires, movies, role playing, and on-site trial emergency sessions. Employee receives a grade and certificate upon completion of the state mandated training.

Job Accommodations

Secretary trained by employee to be oral interpreter for telephone, small and large group, and other situations to accommodate employee's lip reading ability.

Teletype installed by employer to accommodate employees communication needs with other deaf clients, professionals, etc.

Switch for office light installed outside door to accommodate privacy for therapy sessions. Persons use light switch instead of knocking on door.

Two telephones with common line used in office to allow employee to see oral interpreter and respond directly to caller.

Personal Strengths

Knows what needs to be done, how to do it and works independently.

Personally experienced the sensory deprivation, frustrations and accomplishments of deafness.

Helps others to overcome their emotional or mental disability

Establishes confidence and good rapport with others

Caring and dedicated

Financial Incentives for Hiring

None

Other Job Replication Factors

Assess the employee's ability to communicate on multiple levels of English and sign language. Hospital clients using the facility are on different levels of language usage.

Co-Owner/Storyteller/Performer

Learning Disability

D.O.T. #150.047-010

Company Information

Company Name

The Gypsy Rovers
1621 Freeland Road
Freeland, MD 21053

Description of Company

Provides storytelling and other entertainment for a variety of functions.

Number of Employees

2 total company

For more information, contact

Deborah Stagmer, Co-Owner
(301) 343-0644

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

Public performing, child care experience preferred.

Examinations Required

None

Other Job Requirements

Own vehicle

Job Information

Wages

\$30-37 per hour

Benefits

None

Work Schedule

Permanent status
2 days a week, 2-4 hours a day
Rotating shifts

Work Setting

Schools, health care facilities, homes, etc.

Probationary Period

None

Employment History

6 years with company
6 years in this position

Narrative Description

Sings, dances, tells stories, and performs skits for audiences (60-150 people) of all ages.

Physical Demands

90% light work, 10% medium work

Physical Activities Performed

Push, pull, reach, run, balance, stoop, kneel, crouch, crawl, sit, turn, see, color vision, depth perception, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions

Noise

Special Conditions

Distracting conditions

Work Group

Small group

Standard Training Period

On-going

Standard Amount of Direct Supervision

None

Significant Duties**Leadership/Administrative/Managerial**

Provide leadership
Develop company policies
Implement company policies
Specify goals and work tasks of others
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)

Writing Tasks

Write legibly

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks

Eye-hand coordination
Use job-specific hand tools and equipment (theatrical props)
Develop visual presentations

Special Considerations for This Worker

Limitations

Remembering, following spoken travel directions - especially to new areas.

Special Training

None

Job Accommodations

Other performer reminds co-owner of travel appointments to accommodate co-owner's memory ability.

Clear, complete travel directions requested by co-owner when performing in a new location to accommodate co-owner's ability to follow verbal directions.

Personal Strengths

Strong oral skills
Good visual presenter
Outgoing personality

Financial Incentives for Hiring

None

Other Job Replication Factors

Being self-employed is a source of great satisfaction. Adjustments in job duties can be done by oneself.

**Correspondence Specialist****Deafness**

D.O.T. #209.262-010

Company InformationCompany Name

Glendale Federal Savings
P.O. Box 1709
Glendale, CA 91209

Description of Company

Provides financial services (i.e.,
deposit accounts, real estate
loans).

Number of Employees

6,300 total company
1,700 this site

For more information, contact

Phylene Wiggins
Recruiting Specialist
(818) 500-2911

Requirements of This JobAcademic Credentials Required

High school diploma or GED

Work Experience Required

Equivalent experience
Good manual dexterity
Word processing (preferred)

Examinations Required

None

Other Job Requirements

Bondable

Job InformationWages

\$1,550 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 3:30 p.m.

Work Setting

Office

Probationary Period

None

Employment History

6+ years with company
6+ years in this position

Narrative Description

Types, revises, edits and produces a
variety of business documents (i.e.,
graphics and charts) using a
microcomputer.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, stoop, sit, turn, see, sense
of touch, finger dexterity

Environmental Conditions

None

Special Conditions

High rate of production
Precision/quality
High level of stress

Work Group

Small group

Standard Training Period

90 days

Standard Amount of Direct Supervision

Minimal

Correspondence Specialist

Deafness

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Evaluate for accuracy and completeness

Computer Tasks

Enter data into computers

Access data from computers

Perform word processing

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Use numerical values from charts, diagrams, tables

Construct diagrams, charts, records using numerical calculations

Make and use measurements

Writing Tasks

Write legibly

Complete forms accurately

Write sentences in standard English

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Read technical information

Communication Tasks

Listen through lip reading

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Report accurately what others have said

Give clear oral instructions and directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (rulers and other office equipment)

Tend machine(s) (computer)

Operate machine(s) (computer, printer)

Set up machine(s) (printer/computer)

Use keyboard skills

Develop visual presentations

Special Considerations for This Worker

Limitations

Hearing

Special Training

None

Job Accommodations

Co-workers face employee when speaking to allow employee to lip read communication.

Personal Strengths

Good communication skills (lip reading)

Pleasant personality

Job/career professionalism and commitment

Financial Incentives for Hiring

None

**Courtesy Clerk****Mental Retardation - Mild**

D.O.T. #299.367-014

Company InformationCompany Name

Schnuck Markets, Inc.
4900 Manchester
St. Louis, MO 63110

Description of Company

Retail grocery store

Number of Employees

10,000 total company
150 this site

For more information, contact

Julie Helmke, Personnel Specialist
(314) 534-5071

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Uniform, union membership, dress code

Job InformationWages

\$3.80 per hour

Benefits

Provided through union membership

Work Schedule

Permanent status
3-5 days a week, 4-6 hours a day
Time of work varies, rotating shifts

Work Setting

Grocery store

Probationary Period

30 days

Employment History

6 months with company
6 months in this position

Narrative Description

Bags groceries; offers carry-out service to customers; brings carts in from parking lot; checks prices as needed for checkers; replaces damaged items; stocks grocery bags; and places stock on shelves as needed.

Physical Demands

100% medium work

Physical Activities Performed

Push, pull, reach, stoop, crouch, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions

Hot, cold, humid, dry, wet, noise

Special Conditions

High rate of production

Work Group

One-to-one and in large group

Standard Training Period

4-8 hours

Standard Amount of Direct Supervision

Minimal

Courtesy Clerk

Mental Retardation - Mild

Significant Duties

Leadership/Administrative/Managerial

None

Writing Tasks

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Computer Tasks

None

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (grocery clerk hand tools and equipment)

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Special Considerations for This Worker

Limitations

None

Personal Strengths

Industrious

Dedicated

Loyal

Special Training

Store managers and coworkers provided additional special training as needed on job responsibilities.

Financial Incentives for Hiring

None

Job Accommodations

Extra supervision and instruction on job tasks provided by employer to maintain employee's job skills (minimal time).



**Director of Commission of
Handicapped Affairs**

**Physical Handicap -
Uses Powered Wheelchair**

D.O.T. #168.167-014

Company Information

Company Name

City of Revere Massachusetts
Broadway
Revere, MA 02151

Description of Company

Municipal commission dealing with
handicapped issues.

Number of Employees

1 total company
1 this site

For more information, contact

Steven J. Rich
Director of Commission of
Handicapped Affairs
(617) 289-9200 ext. 136

Requirements of This Job

Academic Credentials Required

High school diploma
College coursework in a disability
field and human rights

Work Experience Required

Experience in architectural access,
laws for people with disabilities,
working with people.

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

\$20,657 annually

Benefits

Paid holidays
Paid sick days
Pension
FICA

Work Schedule

Permanent status

Work Setting

Office

Probationary Period

None

Employment History

3 years with company
1 year in this position

Narrative Description

Responsible for access to city
programs by people with disabilities;
implements new programs; educates
public concerning equal rights and
treatment of people who are disabled;
and oversees architectural access
laws and enforcement.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, see, hear, finger
dexterity

Environmental Conditions

Cramped quarters

Special Conditions

None

Work Group

Small group

Standard Training Period

None

Standard Amount of Direct Supervision

None

Director of Commission
of Handicapped Affairs

Physical Handicap -
Uses Powered Wheelchair

Significant Duties

Leadership/Administrative/Managerial

Provide leadership
Develop company policies
Implement company policies
Supervise personnel
Represent the company at internal functions
Represent the company at external functions
Report to a board of directors
Administer department budget

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Calculate costs
Use numerical values from charts, diagrams, tables
Prepare budgets

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Read technical information
Reviews plans and blueprints for curbs, sidewalks, and buildings

Communication Tasks

Listen
Talk
Speak clearly
Use appropriate vocabulary and grammar
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks

Eye-hand coordination

Special Considerations for This Worker

Limitations

None

Special Training

None

Job Accommodations

Custodians assist employee to proper posture in wheelchair - 10 min./day.

Clerical and filing work performed by student volunteers to accommodate employee's limited mobility (40 min./day, 3-4 times per week).

Office location moved from City Hall to Senior High School to provide greater accessibility for wheelchair (no cost).

Uses accessible staff bathroom to accommodate employee's ability to open and close doors.

Father drives lift equipped van or rides public van to work to accommodate no driver's license (\$.75/1 way).

Personal Strengths

Speaks effectively on issues and convinces others about civil rights

Puts others at ease

Common sense

Analyzes and solves problems using compromises

Self confidence

Ability to sell self

Financial Incentives for Hiring

Massachusetts Rehabilitation paid for on-the-job training wage subsidy

Other Job Replication Factors

A true desire to help the disabled gain independence in the community with dignity. Provide equal access and opportunities to advance participation by all citizens.

Disabled Program Manager

Cerebral Palsy

D.O.T. #168.167-014

Company InformationCompany Name

California Department of
Transportation (Caltrans)
1120 North Street, Room 1200
Sacramento, CA 95814

Description of Company

Design and maintenance of state
highway system; planning trans-
portation needs for the state.

Number of Employees

15,000+ total company
3,000 this site

For more information, contact

David J. Pautsch
Disabled Program Manager
(916) 324-8395

Requirements of This JobAcademic Credentials Required

Bachelor's degree

Work Experience Required

One year - duties comparable to
Assistant Caltrans Administrator
(Specialist or Supervisor). Three
years technical experience in
transportation program or support
service, including one year compar-
able to Assistant Caltrans
Administrator (Specialist or
Supervisor) and college graduation
equivalency.

Examinations Required

Physical

Other Job Requirements

Civil Service exam

Job InformationWages

\$2,641 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Vision care

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting

Office

Probationary Period

12 months at assistant level,
6 months at associate level

Employment History

37 months with company
37 months in this position

Standard Amount of Direct Supervision

Minimal

Narrative Description

Duties and percent of time per-
formed includes: provides lead
role with Caltrans Statewide Dis-
abled Advisory Committee (30%);
coordinates limited Examination and
Appointment Program (LEAP) (20%);
provides technical support to
Headquarters Disabled Advisory
Committee (20%); coordinates 504
department non-discrimination pol-
icies (15%); performs Affirmative
Action Staff work (10%); and
investigates EEO complaints (5%)..

Physical Demands

100% sedentary

Physical Activities Performed

Push, pull, reach, sit, turn, see,
depth perception, hear

Environmental Conditions

None

Special Conditions

High rate of production

Work Group

Works alone, one-to-one, and
in small and large groups

Standard Training Period

12 months

Disabled Program Manager

Cerebral Palsy

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Develop company policies
- Implement company policies
- Specify goals and work tasks of others
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements

Writing Tasks

- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

- Develop visual presentations

Special Considerations for This Worker

Limitations

Low frustration tolerance, mathematics, vision, standing, walking, kneeling, squatting, hearing

Special Training

Equal Employment Opportunity
Investigator Training for 3 days provided by private vendor. A certificate was awarded to employee upon completion of the special training.

Job Accommodations

Attendant/driver assists employee with travel (cost varies).

Following accommodations provided by employer:

Automatic phone dialing to accommodate employee's tactile skills.

Dictaphone to accommodate employee's slow writing (\$150).

Raised desk on blocks to accessible height (\$10).

Furniture rearranged to provide more space (3 hours).

Installed additional grab bars to help employee access bathroom (\$50).

Personal Strengths

Hard worker
Works well with others
Identifies problems

Financial Incentives for Hiring

Career Opportunity Development program, funded by state Vocational Rehabilitation Agency.

Other Job Replication Factors

Employers should provide accommodations as needed for persons with a disability.

**Dispatcher****Paraplegia**

D.O.T. #379.362-010

Company Information**Company Name**

Kalamazoo Department of Public
Safety
215 West Lovell
Kalamazoo, MI 49007

Description of Company

Municipal department providing 24
hour police and fire protection
for city of Kalamazoo.

Number of Employees

298 total company
22 this site

For more information, contact

David Weessies, Lieutenant
(616) 385-8120

Requirements of This Job**Academic Credentials Required**

High school diploma or GED

Work Experience Required

Dispatcher experience preferred

Examinations Required

None

Other Job Requirements

Union membership
Dress code
Civil Service exam

Job Information**Wages**

\$11.16 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
12:00 a.m. to 8:00 a.m.

Work Setting

Office

Probationary Period

1 year

Employment History

4 years with company
4 years in this position

Narrative Description

Responds to calls for assistance
and information; determines
distribution of incoming calls
based on availability of Public
Safety units, priority, pre-
arranged response procedures and
geographical location; operates
computer terminal, monitors radio
frequencies, and operates Law
Enforcement Information Network
with state police and FBI.

Physical Demands

100% sedentary

Physical Activities Performed

Push, pull, reach, sit, turn, see,
color vision, depth perception,
hear, finger dexterity

Environmental Conditions

None

Special Conditions

Precision/quality
High level of stress

Work Group

Small group

Standard Training Period

60 days

Standard Amount of Direct Supervision

Minimal

Dispatcher**Paraplegia****Significant Duties****Leadership/Administrative/Managerial**

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Collect and organize information

Analyze and synthesize information

Identify alternative approaches or solutions

Review progress periodically

Evaluate for accuracy and completeness

Correct deficiencies

Summarize and draw conclusions

Computer Tasks

Enter data into computers

Access data from computers

Perform word processing

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Estimate quantities needed to do a job

Use numerical values from charts, diagrams, tables

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Write sentences in standard English

Reading Tasks

Identify work-related symbols/signs

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Stay on the topic in job-related conversations

Report accurately what others have said

Give clear oral instructions and directions

Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (radio, microphone)

Use keyboard skills

Special Considerations for This Worker**Limitations**

Feeling/sensory, lifting, carrying, standing, walking, kneeling, squatting, confined to wheelchair

Special Training

Special training (60 days) provided by supervisor, including 1 month of learning department policy and procedures and 1 month of hands on experience. Employee entered permanent employment upon completion of the special training.

Personal Strengths

Positive attitude

Determination

Job knowledge, skills and ability

Financial Incentives for Hiring

None

Job Accommodations

Building ramp and other accessibility improvements provided by employer to accommodate employee's wheelchair (\$100).



Editor, Research Associate

Multi-Handicaps -
Hypoadrenocorticism, Allergies

D.O.T. #132.267-014

Company Information

Company Name

LINK Resources
79 Fifth Avenue
New York, NY 10003

Description of Company

Research and consulting services in telecommunications and off-site operations.

Number of Employees

50 total company
1 this site

For more information, contact

Carol D'Agostino
Editor/Senior Research Associate
(516) 791-2332

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

General office and computer skills preferred.

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

Salaried

Benefits

Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 7 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting

Office in home

Probationary Period

None

Employment History

3.5 years with company
1 year in this position

Narrative Description

Operates computer software (Word Perfect, dBase III, telecommunications); conducts telephone interviews and research; performs word processing and database management; writes and edits monthly newsletter; and communicates with clients, general public, subscribers, and coworkers.

Physical Demands

100% sedentary

Physical Activities Performed

Push, pull, reach, stoop, sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Precision/quality

Work Group

Small group

Standard Training Period

None

Standard Amount of Direct Supervision

Minimal

Significant Duties

Leadership/Administrative/Managerial

Implement company policies

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Analyze and synthesize information

Identify alternative approaches or solutions

Review progress periodically

Evaluate for accuracy and completeness

Correct deficiencies

Summarize and draw conclusions

Devise new ideas and better work methods

Computer Tasks

Enter data into computers

Access data from computers

Perform word processing

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+,-,x,/)

Estimate quantities needed to do a job

Calculate costs

Use numerical values from charts, diagrams, tables

Construct diagrams, charts, records using numerical calculations

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Write sentences in standard English

Organize, select, and relate ideas in writing

Produce intelligible written documents

Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Stay on the topic in job-related conversations

Report accurately what others have said

Give clear oral instructions and directions

Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment

Tend machine(s) (2 printers, fax telephone, 2 computers)

Operate machine(s) (2 printers, fax telephone, 2 computers)

Set up machine(s)

Use keyboard skills

Special Considerations for This Worker

Limitations

Lifting, carrying, pushing, pulling, standing, walking, kneeling, squatting, stamina, energy level, remembering, allergies

Special Training

Supervisor provided on-the-job training as needed. Employee entered permanent employment and received a wage increase upon completion of the standard training.

Job Accommodations

Worksite located at employee's home to accommodate employee's multiple disabilities.
Home computer modem for sending work assignments provided by employer to accommodate employee's work tolerance.

Personal Strengths

Reliable
Works with minimal supervision
Excellent job skills

Financial Incentives for Hiring

None

Enclave Assembler

Mental Retardation - Severe



D.O.T. #726.684-018

Company Information

Company Name

NEC of America, Inc. Oregon Plant
3100 Northeast Shute Road
Hillsboro, OR 97124

Description of Company

An electronics company manufacturing fibre optics and telecommunication systems.

Number of Employees

350 this site

For more information, contact

Paul Crowther
Executive Director of OESCO - Oregon
Employment Service Corporation

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

Piece rate

Benefits

Paid vacation
Paid holidays
Paid sick days

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting

Electronics factory bench work

Probationary Period

7-30 days

Employment History

3 months with company
3 months in this position

Narrative Description

Prepares electronic components for assembly, including crimps, bends, cuts, and forms wires, diodes, transistors, fuses, ICs, PCs, LEDs, etc.

Physical Demands

85% sedentary, 15% light work

Physical Activities Performed

Reach, sit, turn, see, color vision, depth perception, sense of touch, finger dexterity

Environmental Conditions

Odors, noise, moving objects

Special Conditions

Precision/quality
Distracting conditions
High level of stress

Work Group

Large group

Standard Training Period

Months

Standard Amount of Direct Supervision

Maximal

60

Enclave Assembler

Mental Retardation - Severe

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Conduct work activities in appropriate sequence

Computer Tasks

None

Mathematical Tasks

None

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Talk

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Use job-specific hand tools and equipment (pliers, crimpers, wire cutters and various air-powered electronic assembly tools and presses)

Operate machine(s) (various air-powered electronic assembly presses)

Special Considerations for This Worker

Limitations

Low frustration tolerance, acceptance of supervision, interactions with coworkers, communication, hard of hearing, limited verbal skills, reading, writing spelling, mathematics (related to disability), handling, fingering, cannot work alone, remembering, hearing, speaking, following spoken directions, following written directions, allergies, respiratory problems

Personal Strengths

Willing to work
Dependable
Learns and performs tasks required

Financial Incentives for Hiring

None

Other Job Replication Factors

Employee needs support from home environment and the employer.

Special Training

Onsite special trainer provides daily instruction on assembly procedures as needed. Employee received wage increase upon completion of special training.

Job Accommodations

Individual training provided by agency job coach for employee to learn and maintain the job (staff time).

Assembly procedures were separated into smaller tasks by supervisor to accommodate employee's skill level (minimal staff time).

Co-workers were taught sign language to accommodate employee's communication skills.

Different work jigs are used by the employee to accommodate assembly skills.

Family members provide transportation to and from work to accommodate employee's transportation needs (each family receives \$20 or more per month to offset transportation costs).



**Equal Employment Opportunity
Coordinator**

**Physical Handicap -
Lower Extremities - Congenital**

D.O.T. #168.267-114

Company Information

Company Name

Morrison-Knudsen Company, Inc.
Box 7808
Boise, ID 83729

Description of Company

International construction engineering and management firm.

Number of Employees

2,382 total company
600 this site

For more information, contact

William F. Larsen
Equal Employment Opportunity
Coordinator
(208) 386-6029

Requirements of This Job

Academic Credentials Required

Bachelor's degree

Work Experience Required

Personnel recruitment, employment benefits and public relations.

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

\$2,000 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting

Office

Probationary Period

None

Employment History

8 years with company
2 years in this position

Narrative Description

Writes affirmative action plans for office and field locations; performs public relations duties with local equal employment opportunity/affirmative action agencies; reports on ad hoc management; makes presentations to upper management personnel; and writes communication materials.

Physical Demands

100% sedentary

Physical Activities Performed

Push, pull, reach, sit, turn, see, color vision, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Precision/quality
High level of stress

Work Group

Works alone, one-to-one, and in small group

Standard Training Period

14 months

Standard Amount of Direct Supervision

Minimal

**Equal Employment Opportunity
Coordinator**

**Physical Handicap -
Lower Extremities - Congenital**

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Implement company policies
- Recruit, hire, and terminate personnel
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Obtain resources needed to carry out work
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

- Access data from computers
- Perform word processing
- Write programs
- Perform systems analysis

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Use formulas (translating, substituting values)
- Prepare budgets

Writing Tasks

- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

- Eye-hand coordination
- Use job-specific hand tools and equipment (writing and typing office equipment)
- Operate machine (IBM personal computer)
- Use keyboard skills
- Develop visual presentations

Special Considerations for This Worker

Limitations

Lifting, carrying, pushing, pulling,
standing, walking, kneeling, squatting

Special Training

Supervisor provided first month's
special training on equal rights
legislation.

Job Accommodations

None

Personal Strengths

Adaptable
Flexible
Self-directed
Motivated

Financial Incentives for Hiring

None

Other Job Replication Factors

Employee must understand legislative
text and highly complicated job
assignments.

Farm Machine Operator

Quadriplegia

D.O.T. #409.667-010

Company Information

Company Name

Koch Farms
R.R. 1, Box 20
Miles, IA 52064

Description of Company

Farming

Number of Employees

3 total company

For more information, contact

Warren W. Koch, Co-Owner
(319) 682-7827

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

Operation of equipment preferred

Examinations Required

None

Other Job Requirements

Driver's license

Job Information

Wages

\$100 per month

Benefits

None

Work Schedule

Seasonal status
0-7 days a week, 0-12 hours a day
No regular hours

Work Setting

Farm

Probationary Period

None

Employment History

20 years with company
20 years in this position

Narrative Description

Drives tractor during field work and drives truck to haul corn to market.

Physical Demands

100% sedentary

Physical Activities Performed

Sit, turn, see, color vision, depth perception, hear

Environmental Conditions

Hot, cold, humid, dry, wet, dust, dirt, noise, vibration, mechanical hazards, moving objects

Special Conditions

None

Work Group

Works alone, one-to-one

Standard Training Period

None

Standard Amount of Direct Supervision

Moderate

Farm Machine Operator**Quadriplegia****Significant Duties**Leadership/Administrative/Managerial

None

Writing Tasks

Write legibly

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Talk

Computer Tasks

None

Manual Perceptual Tasks

Eye-hand coordination

Operate machine(s) (drive farm equipment)

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Estimate quantities needed to do a job

Calculate costs

Make and use measurements

Special Considerations for This WorkerLimitations

Handling, fingering, lifting, carrying, pushing, pulling, standing, walking, kneeling, squatting, cannot work alone

Personal Strengths

Ability to drive tractor and truck

Special Training

None

Financial Incentives for Hiring

None

Job Accommodations

Equipment/vehicle modifications provided by employer to accommodate worker's mobility.

Food Attendant - Dishwasher

Mental Retardation

D.O.T. #318.687-010

Company InformationCompany Name

3M Corporation
3M Center
St. Paul, MN 55144

Description of Company

Provides breakfast and lunch food service for 3M employees.

Number of Employees

45,000 total company
12,000 this site

For more information, contact

Doris Dwelzarek
Manager, Food Services
(612) 733-1611

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

Physical, hearing, vision

Other Job Requirements

Age 18 minimum
Age 70 maximum
Uniform
Dress code
Clean, presentable appearance
Personal hygiene

Job InformationWages

\$6.48 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Investment programs

Work Schedule

Permanent status
5 days a week, 7.5 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting

Cafeteria

Probationary Period

Variable, 3 months or longer

Employment History

20 years with company
7 years in this position

Narrative Description

Pushes carts between central kitchen and serving unit; washes pots and pans and small equipment; operates mechanical dishwasher system to wash trays; empties trays into trash room during service periods; stocks supplies; fills ice bins; and performs miscellaneous cleaning tasks.

Physical Demands

25% light work, 75% medium work

Physical Activities Performed

Push, pull, reach, stoop, crouch, turn, see, depth perception, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions

Hot, wet, noise, moving objects

Special Conditions

None

Work Group

Works alone and in small group

Standard Training Period

3 days

Standard Amount of Direct Supervision

Moderate

Food Attendant - Dishwasher**Mental Retardation****Significant Duties**Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)

Writing Tasks

Sign signature

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen
Follow intent of oral directions
Talk
Pleasant simple greetings with customers

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (kitchen and dishwashing tools and equipment)
Tend machine (dishwashing machine)
Operate machine (dishwashing machine)
Set up machine (dishwashing machine)

Special Considerations for This WorkerLimitations

Reading, writing, spelling, mathematics, remembering, following spoken directions, following written directions

Special Training

The company unit leader provides initial special training on new tasks with follow-up over a period of weeks. Employee entered permanent employment upon completion of the first special training period.

Job Accommodations

Training and monitoring of worker provided by company unit lead person when necessary to accommodate employee's need for follow-up (no cost).

Transportation is provided by family and friends to accommodate employee's inability to drive.

Personal Strengths

Consistently pleasant and agreeable
Attendance
Reliable in performing assigned tasks
Strong loyalty to company

Financial Incentives for Hiring

None

Other Job Replication Factors

Increased training time is more than offset by developing a long term employee who is content in an entry level, monotonous and physically demanding job.

Founder/Director

Muscular Dystrophy

D.O.T. #165.067-010

Company Information

Company Name

National Barrier Awareness
Foundation
8507 Mayland Drive
Richmond, VA 23229

Description of Company

Private, non-profit advocacy agency
for persons with disabilities using
a national volunteer network.

Number of Employees

4 total company
4 this site

For more information, contact

Lorraine Berry, Founder
(804) 273-0070

Requirements of This Job

Academic Credentials Required

Bachelor's degree

Work Experience Required

Background and knowledge of
disability issues.

Examinations Required

None

Other Job Requirements

Dress code

Job Information

Wages

\$2,500 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
9:00 a.m. to 5:00 p.m.

Work Setting

Office

Probationary Period

None

Employment History

3 years with company
3 years in this position

Standard Training Period

On-going

Standard Amount of Direct Supervision

None

Narrative Description

Develops and monitors overall agency
focus, objectives, and policies;
serves as national spokesperson
soliciting moral and financial
support from business, government,
and entertainment communities;
designs and implements marketing
strategies to receive extensive
media coverage; and supports and
edits agency national news
magazine.

Physical Demands

100% sedentary

Physical Activities Performed

Push, pull, reach, balance, sit,
turn, see, color vision, depth
perception, hear, sense of smell,
sense of taste, sense of touch,
finger dexterity

Environmental Conditions

None

Special Conditions

High rate of production

Work Group

Works alone, one-to-one, and in
small and large groups

Founder/Director**Muscular Dystrophy****Significant Duties**Leadership/Administrative/Managerial

Provide leadership
Develop company policies
Implement company policies
Recruit, hire, and terminate personnel
Specify goals and work tasks of others
Supervise personnel
Represent the company at internal functions
Represent the company at external functions

Report to a board of directors

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Calculate costs
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations
Make and use measurements
Use formulas (translating, substituting values)
Prepare budgets

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Operate machine(s) (adding machine, typewriter, personal computer)
Use keyboard skills
Develop visual presentations

Computer Tasks

Enter data into computers
Access data from computers

Special Considerations for This Worker

Limitations

Lifting, carrying, pushing, pulling,
standing, walking, kneeling, squatting,
running, jumping, allergies, respiratory
problems

Special Training

None

Job Accommodations

Building ramp and bathroom grab rails
installed by employer to accommodate
employee's accessibility needs.

Personal Strengths

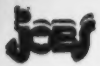
Works together - team player
Shares thoughts - open and honest
Good sense of humor

Financial Incentives for Hiring

None

Other Job Replication Factors

Ask questions. Be open and work
together.

**General Assembler B****Blindness - Congenital**

D.O.T. #724.684-026

Company InformationCompany Name

Warner Electric Brake and Clutch
449 Gardner Street
South Beloit, IL 61080

Description of Company

Manufactures electric brakes and
clutches.

Number of Employees

878 total company
530 this site

For more information, contact

Don Sorensen
Manager, Employee Relations
(815) 389-3771 Ext. 2251

Requirements of This JobAcademic Credentials Required

High school diploma

Work Experience Required

None

Examinations Required

Physical

Other Job Requirements

None

Job InformationWages

\$8.86 per hour

Benefits

Paid vacation
Paid holidays
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 3:00 p.m.

Work Setting

Factory

Probationary Period

60 days

Employment History

34 years with company
34 years in this position

Narrative Description

Assembles electric brake resistors by winding grid wire on board; operates automatic wire machine which cuts lead wires to correct length; and operates machine to insert rubber grommets into bumper plates for electric clutch.

Physical Demands

100% sedentary

Physical Activities Performed

Push, pull, reach, sit, turn,
hear, sense of touch, finger
dexterity

Environmental Conditions

Mechanical hazards, moving objects

Special Conditions

Precision/quality

Work Group

Works alone

Standard Training Period

Unknown

Standard Amount of Direct Supervision

Minimal

General Assembler B

Blindness - Congenital

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Writing Tasks

None

Reading Tasks

None

Communication Tasks

Follow intent of oral directions

Manual Perceptual Tasks

Hand work

Construct, fabricate or assemble materials

Tend machine(s) (grid winder, wire cutting machine, bumper machine)

Operate machine(s) (grid winder, wire cutting machine, bumper machine)

Special Considerations for This Worker

Limitations

Vision, following written directions

Special Training

Co-workers provided initial special training on parts identification by touch and assembly sequence.

Job Accommodations

First two seeing-eye dogs purchased by employer to accommodate employee's disability. Employer offered to purchase current seeing-eye dog. Work station prepared by night shift worker to accommodate employee's disability (no cost).

Personal Strengths

Expects to be treated like any other employee

Financial Incentives for Hiring

None

Other Job Replication Factors

Positive attitude toward the employee.

**General Clerk****Hearing Impairment**

D.O.T. #203.362-010

Company InformationCompany Name

New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company

Telecommunication products and services.

Number of Employees

28,000 total company
75 this site

For more information, contact

John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Requirements of This JobAcademic Credentials Required

High school diploma

Work Experience Required

None

Examinations Required

Physical, hearing, vision, drug test,
typing test, entry level exam

Other Job Requirements

Union membership

Job InformationWages

\$836 per month

Benefits

Paid vacation
Paid holidays
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%
Savings plan

Work Schedule

Permanent status
5 days a week, 7.5 hours a day
8:00 a.m. to 4:30 p.m.

Work Setting

Office

Probationary Period

6 months

Employment History

5 months with company
5 months in this position

Narrative Description

Types and draws engineers' work plans; copies, collates and forwards engineers' drawings to construction/manufacturing crews; and assists in distribution room.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, turn, see, depth perception, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Precision/quality

Work Group

Works alone

Standard Training Period

Varies

Standard Amount of Direct Supervision

Moderate

General Clerk

Hearing Impairment

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Computer Tasks

None

Mathematical Tasks

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Calculate costs

Make and use measurements

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Use appropriate vocabulary and grammar

Stay on the topic in job-related conversations

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and

equipment (lettering guide and drawing hand tools and equipment)

Use keyboard skills

Special Considerations for This Worker

Limitations

Interactions with coworkers, hearing, following written directions

Special Training

Job coach and supervisor provide periodic special training on redrawing engineers' work orders and learning engineering symbols.

Job Accommodations

Minicom provided by employer to accommodate employee's communication skills.

Applicant work site visit provided by employer prior to accepting employment to demonstrate knowledge of disability accommodation.

Personal Strengths

On the job daily

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Obtain upper management support and provide awareness training. Inform staff that agencies are available for the employee and/or management team to consult regarding accommodating any limitations.

**General Factory Machine Operator****Learning Disability**

D.O.T. #514.382-010

Company InformationCompany Name

Dyersville Die Cast
Division of Joseph L. Ertl, Inc.
P.O. Box 327
417 9th Street Southeast
Dyersville, IA 52040

Description of Company

Manufactures die cast toys and
castings.

Number of Employees

65 total company
10 this site

For more information, contact

June T. Pacchini, Personnel
(319) 875-8821

Requirements of This JobAcademic Credentials Required

High school diploma

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Driver's license

Job InformationWages

\$5.30 per hour

Benefits

Paid vacation
Paid holidays
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting

Factory

Probationary Period

90 days

Employment History

4.5 years with company
4.5 years in this position

Narrative Description

Operates die cast machine producing
metal toys and castings.

Physical Demands

40% sedentary, 40% light work,
19% medium work, 1% heavy work

Physical Activities Performed

Push, pull, reach, sit, see, hear,
sense of touch, finger dexterity

Environmental Conditions

Hot

Special Conditions

None

Work Group

Works alone and in small group

Standard Training Period

3 months

Standard Amount of Direct Supervision

Moderate

General Factory Machine Operator

Learning Disability

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Correct deficiencies

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than

Writing Tasks

Copy accurately
Write legibly

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (general factory hand tools and equipment)
Tend machine (die cast machine)
Operate machine (die cast machine)

Special Considerations for This Worker

Limitations

Reading, writing, spelling

Special Training

Supervisor provided initial daily standard training for 3 months on factory machines. Employee received a wage increase upon completion of the standard training.

Job Accommodations

Evaluation and follow-up services provided by agency work experience coordinator to accommodate employee's need for job support.

Personal Strengths

Follows directions
Attendance record
Work attitude
Enjoys work
Responsible
Gets along well with coworkers

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Hire persons with a willingness and a positive attitude toward work and fellow employees.



General Labor/Return Stooker

Mental Retardation - Mild

D.O.T. #219.367-034

Company Information

Company Name

Camelot Enterprises, Inc.
8000 Freedom Ave. N.W.
North Canton, OH 44720

Description of Company

Wholesale/retail record and tape
distribution.

Number of Employees

Approximately 325 this site

For more information, contact

Rick Thatcher, Supervisor of
Human Resources and Benefits
(216) 494-8007

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Age 18 minimum

Job Information

Wages

\$5.85 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting

Warehouse

Probationary Period

30 days

Employment History

14 years with company
14 years in this position

Narrative Description

Operates shrink wrap machine -
rewraps albums, cassettes, video
movies, and compact disks

Physical Demands

100 medium work

Physical Activities Performed

Push, pull, reach, stoop, turn, see,
depth perception, hear, sense of
touch, finger dexterity

Environmental Conditions

Moving objects

Special Conditions

None

Work Group

Small group

Standard Training Period

30 days

Standard Amount of Direct Supervision

Moderate

General Labor/Return Stocker**Mental Retardation - Mild****Significant Duties**Leadership/Administrative/Managerial

None

Writing Tasks

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials

Reading Tasks

Read simple directions

Communication Tasks

Listen
Talk

Computer Tasks

None

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment
Operate machine(s)

Mathematical Tasks

Understand order (e.g., first, second, last)
Estimate quantities needed to do a job

Special Considerations for This WorkerLimitations

Acceptance of supervision, reading, writing, spelling, mathematics (related to disability)

Personal Strengths

Listening skills
Work attitude
Good worker

Special Training

None

Financial Incentives for Hiring

None

Job Accommodations

None

**General Manager****Polio - Partial Paralysis**

D.O.T. #132.017-014

Company InformationCompany Name

The Berkeley Democrat
P.O. Box 1057
Moncks Corner, SC 29461

Description of Company

Weekly county newspaper

Number of Employees

12 total company

For more information, contact

H. Allen Morris, General Manager
(803) 761-8333

Requirements of This JobAcademic Credentials Required

High school diploma
Bachelor's degree

Work Experience Required

Preferred, but will train

Examinations Required

None

Other Job Requirements

Driver's license, own vehicle,
on call

Job InformationWages

\$1,681.67 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule

Permanent status
6 days a week, 10-12 hours a day
Open schedule

Work Setting

Newspaper office

Probationary Period

3 months

Employment History

9 years with company
7 years in this position

Narrative Description

Manages staff; develops and writes stories; proofreads; writes editorials; takes photographs; covers events; sells advertising; completes paper work; interviews people; solves problems; and participates in various committees.

Physical Demands

99% sedentary work

Physical Activities Performed

Reach, sit, see, color vision, depth perception, hear, sense of smell, sense of taste, sense of touch, finger dexterity

Environmental Conditions

Indoors and outdoors based on events

Special Conditions

None

Work Group

Small group

Standard Training Period

2 months

Standard Amount of Direct Supervision

None

General Manager

Polio - Partial Paralysis

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Develop company policies
- Implement company policies
- Recruit, hire, and terminate personnel
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions
- Report to a board of directors

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Make and use measurements
- Use formulas (translating, substituting values)
- Prepare budgets

Writing Tasks

- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (general office tools)
- Operate computer
- Use keyboard skills
- Develop visual presentations

Computer Tasks

- Enter data into computers
- Access data from computers
- Perform word processing

Special Considerations for This Worker

Limitations

Lifting, carrying, kneeling, squatting

Special Training

None

Job Accommodations

None

Personal Strengths

Patience

Tolerance

Ability to work long hours

Financial Incentives for Hiring

None

Other Job Replication Factors

Do not show sympathy toward the employee. Let the person know the maximum duties required and give the person every opportunity to prove self.

Groundskeeper

Mental Retardation

D.O.T. #406.683-010

Company InformationCompany Name

Cobbs Creek Golf Club
72nd and Lansdowne Avenue
Philadelphia, PA 19151

Description of Company

Golf course maintenance

Number of Employees

24 total company
15 this site

For more information, contact

John Parisien, Superintendent
(215) 877-8707

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

None

Job InformationWages

\$4.25 per hour

Benefits

FICA
Worker's compensation

Work Schedule

Seasonal status
5 days a week, 8 hours a day
6:00 a.m. to 2:30 p.m.

Work Setting

Golf course grounds

Probationary Period

None

Employment History

2 years with company
2 years in this position

Standard Training Period

10 days

Standard Amount of Direct Supervision

Minimal

Narrative Description

Performs various golf course grounds maintenance duties including: changes cup placement on "greens"; moves tee markers; mows "rough" area with power mower; places watercoolers in designated areas; paints; cleans grounds; trims weeds; rakes sand bunkers; and aerosprays and trims "greens" and "tee off" areas.

Physical Demands

60% light work, 30% medium work,
10% heavy work

Physical Activities Performed

Push, pull, reach, stoop, kneel, sit, turn, see, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions

Hot, cold, humid, dry, wet, dust, dirt, odors, noise, vibration, mechanical hazards, moving objects

Special Conditions

None

Work Group

Works alone, one-to-one, and in small group

Groundskeeper

Mental Retardation

Significant Duties

Leadership/Administrative/Managerial

Provide leadership

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Talk

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Use job-specific hand tools and equipment (shovel, rake, cup cutter)

Operate job-related power tool(s) (power mower, rakes, utility vehicles, weed eaters, tractors)

Special Considerations for This Worker

Limitations

Spelling, mathematics

Special Training

None

Job Accommodations

Job training and placement services provided by Horticulture Hiring the Disabled's Project Plantwork to accommodate employee's ability to work and obtain employment.

Personal Strengths

Works without direct supervision

Punctuality

Good attendance

Financial Incentives for Hiring

50% of first year salary subsidized by government funded program.

Hanger Assembler

Multi-Handicaps - Mental
Retardation (Down's Syndrome),
Speech Impairment



D.O.T. #362.686-010

Company Information

Company Name

Sanitary Cleaners
570 Westport Avenue
Norwalk, CT 06851

Description of Company

Professional dry cleaning and
laundry services.

Number of Employees

25 total company
25 this site

For more information, contact

Kari Pettersen
Employment Manager Training and
Employment Co-op
(203) 853-6404
Richard Epstein, Owner
(203) 847-2411

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

\$3.75 per hour

Benefits

FICA

Work Schedule

Permanent status
5 days a week

Work Setting

Dry cleaning plant

Probationary Period

None

Employment History

1.5 years with company
1.5 years in this position

Narrative Description

Places cardboard onto wire clothes
hangers and staples tissue paper
to hangers.

Physical Demands

90% sedentary, 9% light work,
1% heavy work

Physical Activities Performed

Climb, stoop, see, hear, sense
of touch, finger dexterity

Environmental Conditions

Hot, cold, odors, noise

Special Conditions

Precision/quality

Work Group

Works alone

Standard Training Period

1 hour

Standard Amount of Direct Supervision

Moderate

Hanger Assembler

**Multi-Handicaps - Mental
Retardation (Down's Syndrome),
Speech Impairment**

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate
procedures

Conduct work activities in appropriate
sequence

Computer Tasks

None

Mathematical Tasks

None

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Follow intent of oral directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble
materials

Use job-specific hand tools and
equipment (stapler)

Special Considerations for This Worker

Limitations

Low frustration tolerance, reading, writing, spelling, mathematics, speaking, following written directions

Personal Strengths

Dependable
Reliable
Productive

Special Training

Initial special training provided by job coach.

Financial Incentives for Hiring

None

Job Accommodations

Individual job coaching provided daily (initially) and when needed by the Training and Employment Co-op (TEC) staff to accommodate employee's work support needs.

Crisis intervention and job coaching services provided to employer when needed by TEC agency staff to accommodate employee's occasional behavior or transportation problems.

Notice of daily quitting time provided by coworker to accommodate employee's ability to tell time.

Independent travel skills training provided by TEC staff to accommodate employee's ability to use public transportation and family concern for employee's safety and skills.

Intervention counseling provided by TEC staff to accommodate employee's frustration tolerance and work behavior.

**Housecleaner - Self-Employed****Mental Illness - Schizophrenia**

D.O.T. #301.474-010

Company InformationCompany NamePrivate homes
Colorado Springs, CODescription of Company

General housecleaning service.

Number of Employees1 total company
1 this siteFor more information, contactMrs. William Boddington
Housewife
(303) 634-5679**Requirements of This Job**Academic Credentials Required

None

Work Experience Required

Housecleaning experience preferred

Examinations Required

None

Other Job Requirements

None

Job InformationWages

\$3.50 to \$5.00 per hour

Benefits

None

Work SchedulePermanent status
5-6 days a week, 6-8 hours a day
Time of work varies
Usually completes cleaning 1
house in 3-4 hours.Work Setting

Houses

Probationary Period

None

Employment History

Varies by client

Narrative Description

Performs general housecleaning duties including: dusts, wet mops, cleans bathrooms, vacuums, washes windows, cleans dishes, makes beds, and other duties as requested; and determines sequence of duties based on house.

Physical Demands

100% light work

Physical Activities Performed

Push, pull, reach, stoop, kneel, crouch, turn, see, hear, sense of touch, finger dexterity, continuous walking and bending, some lifting.

Environmental Conditions

None

Special ConditionsHigh rate of production
Precision/qualityWork Group

Works alone

Standard Training Period

None - customers state cleaning tasks and where to find supplies.

Standard Amount of Direct Supervision

None

Housecleaner - Self-Employed

Mental Illness - Schizophrenia

Significant Duties

Leadership/Administrative/Managerial

None

Writing Tasks

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Review progress periodically
Correct deficiencies
Devise new ideas and better work methods

Reading Tasks

Read simple directions

Communication Tasks

Listen
Talk

Computer Tasks

None

Manual Perceptual Tasks

Eye-hand coordination
Use job-specific hand tools and equipment (housecleaning tools and equipment)
Operate job-related power tool (vacuum cleaner)

Mathematical Tasks

None

Other Significant Duties or Job Features

Thorough cleaning in hard to reach places.

Special Considerations for This Worker

Limitations

Accept, understand, and adjust to reality/people; kneeling, squatting, working in a group, speaking (at times incoherent, infantile, or anxious)

Special Training

None

Personal Strengths

Desire to serve others and provide good services
Sincere desire to please customers
Works steadily and at a good pace
Desires to do the best job possible

Job Accommodations

Employee initially placed 300 advertisements on household doors to obtain work (approximately 8 hrs.).
Employee works alone to reduce stress from being with others (no cost).
Employee works until lunch time without break to accommodate personal best work style (no cost).
Flexible schedule and duties help employee to cope with jobs (no cost).
Employee attends weekly self-help meetings and utilizes mental health techniques daily to accommodate disability (no cost).

Financial Incentives for Hiring

None

Other Job Replication Factors

Have faith in God.
Know owners and house personally.



Housekeeper

Mental Illness -
Paranoia, Depression

D.O.T. #381.687-014

Company Information

Company Name

Servicemaster Five Seasons
1831 J Street, Southwest
Cedar Rapids, IA

Description of Company

Janitorial service

Number of Employees

100 total company
30 this site

For more information, contact

Charles L. Piquard, Vice President
(319) 364-6766

Requirements of This Job

Academic Credentials Required

High school diploma

Work Experience Required

Housekeeping skills preferred

Examinations Required

None

Other Job Requirements

Uniform
On call
Dress code

Job Information

Wages

\$3.40 per hour

Benefits

FICA
Worker's compensation
Unemployment compensation

Work Schedule

Permanent status
5 days a week, 4-5 hours a day
5:00 p.m. to 9:00 p.m.

Work Setting

Office building

Probationary Period

60 days

Employment History

10 months with company
10 months in this position

Narrative Description

Moves trash from freight elevator to dumpster and cleans office area, including: dusts, empties trash, vacuums carpet, dusts and damp mops floors.

Physical Demands

10% sedentary, 15% light work,
75% medium work

Physical Activities Performed

Push, pull, reach, kneel, turn,
see, sense of touch, finger
dexterity

Environmental Conditions

Dirt, mechanical hazards, moving
objects

Special Conditions

Precision/quality

Work Group

Works alone and in large group
based on job

Standard Training Period

4 hours

Standard Amount of Direct Supervision

Moderate

Housekeeper

**Mental Illness -
Paranoia, Depression**

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Evaluate for accuracy and completeness

Computer Tasks

None

Mathematical Tasks

Estimate quantities needed to do a job

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (push carts, trash dollies and other housekeeping tools and equipment)

Operate machines (vacuum)

Special Considerations for This Worker

Limitations

Acceptance of supervision, reading, writing, spelling, mathematics, vision, lifting, carrying, requires reassurance with job performance, remembering, following written directions

Special Training

The job coach, supervisor, and manager provide special training once every 9 months on chemical usage, housekeeping, and restroom sanitation using VCR tapes.

Job Accommodations

None

Personal Strengths

Dependable (punctual, no excessive tardiness)

Feels job classification is important

Adapts to structured situations

Willing to learn

Financial Incentives for Hiring

JTPA on-the-job training wage subsidy

Other Job Replication Factors

Be patient during the learning process. Initially, employee was shy and timid, but is now a dependable worker and an asset to the company.

**Janitor****Mental Illness**

D.O.T. #382.664-010

Company InformationCompany Name

Safeway Bakery
9450 Southeast Mangan Way
Clackamas, OR 97015

Description of Company

Manufacturer of bread and bakery products.

Number of Employees

150 this site

For more information, contact

Debra Moore
Sanitation Superintendent
(503) 657-6476

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

Work experience preferred

Examinations Required

Physical

Other Job Requirements

Uniform
Dress code

Job InformationWages

\$10.07 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
6:00 a.m. to 2:30 p.m.

Work Setting

Baking factory

Probationary Period

90 days

Employment History

17 years with company
17 years in this position

Narrative Description

Blows all crumbs out of 2 bread slicers using air hose; empties catch pans; cleans slicing machine and connecting conveyors; wipes and washes frame work; sweeps up all bread and crumbs from work areas; empties troughs of crumbs and bread; washes floor; and takes apart and cleans machinery.

Physical Demands

5% sedentary, 95% medium work

Physical Activities Performed

Push, pull, reach, climb, stoop, kneel, crouch, crawl, sit, turn, see, depth perception, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions

Hot, cold, humid, dry, wet, dust, dirt, odors, noise, mechanical hazards, moving objects, cramped quarters, high places, burns, electrical hazards, toxic chemicals

Special Conditions

Precision/quality

Work Group

Works alone

Standard Training Period

5 days

Standard Amount of Direct Supervision

Minimal

Janitor

Mental Illness

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Estimate quantities needed to do a job
Make and use measurements

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions
Report accurately what others have said

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (baking hand tools and equipment)
Operate machine(s) (janitorial cleaning machines)

Special Considerations for This Worker

Limitations

Low frustration tolerance, interactions with coworkers, hearing, speaking, allergies, respiratory problems, skin problems

Special Training

None

Job Accommodations

None

Personal Strengths

Responds to praise and reinforcement
Enjoys supervision
Accepts supervision and guidance

Financial Incentives for Hiring

None



Lab Aide

Blindness

D.O.T. #976.685-026

Company Information

Company Name

Virginia Commonwealth University
P.O. Box 3022
Richmond, VA 23284

Description of Company

University with a teaching hospital.

Number of Employees

12,000 total company
8,400 this site

For more information, contact

Tyree P. Felder II, Director
Equal Employment Opportunity
(804) 257-1347

Requirements of This Job

Academic Credentials Required

High school diploma

Work Experience Required

Experience developing photographic
film preferred.

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

\$1,168.83 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:30 a.m. to 5:00 p.m.

Work Setting

Hospital film dark room

Probationary Period

6 months

Employment History

12 years with company
12 years in this position

Narrative Description

Removes exposed film from cassette
and places in tray for automatic
processing; processes film; refills
empty cassette with unexposed film
and places in passbox; and keeps
inventory of darkroom supplies.

Physical Demands

100% light work

Physical Activities Performed

Push, pull, reach, stoop, kneel,
turn, hear, sense of touch, finger
dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

Works alone

Standard Training Period

None

Standard Amount of Direct Supervision

Minimal

Lab Aide

Blindness

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Recognize the effects of changing quantity or quality of materials

Computer Tasks

None

Mathematical Tasks

Count

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Talk

Manual Perceptual Tasks

Hand work

Operate machine (film processor)

Special Considerations for This Worker

Limitations

Vision

Special Training

None

Job Accommodations

Family provides transportation to and from work to accommodate employee's transportation needs.

Personal Strengths

Independent

Attentive

Dependable

Financial Incentives for Hiring

None

**Laundry Attendant****Mental Retardation**

D.O.T. #361.687-014

Company InformationCompany Name

Guest Quarters Hotel
111 Perimeter Center West
Atlanta, GA 30346

Description of Company

Hotel with food services

Number of Employees

3,000 total company
140 this site

For more information, contact

Sheri Briesch
Director of Human Resources
(404) 396-6800

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Age 18 minimum

Job InformationWages

\$4.75 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Short term disability insurance

Work Schedule

Permanent status
3-4 days a week, 8 hours a day
9:00 a.m. to 5:30 p.m.

Work Setting

Hotel laundry room

Probationary Period

90 days

Employment History

5 months with company
5 months in this position

Narrative Description

Folds linens, towels and washcloths;
uses presses for restaurant linen;
and stacks linens.

Physical Demands

60% sedentary
40% light work

Physical Activities Performed

Push, reach, turn, see, sense of
touch, finger dexterity

Environmental Conditions

Hot, humid, wet, odors, noise,
electrical hazards, laundry chemicals
usage

Special Conditions

High rate of production

Work Group

Small group

Standard Training Period

2 days

Standard Amount of Direct Supervision

Moderate

Laundry Attendant

Mental Retardation

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (linen presser)

Operate machine(s) (linen presser)

Special Considerations for This Worker

Limitations

Low frustration tolerance, mathematics, feeling/sensory, handling, fingering, cannot work alone, speaking

Special Training

Initial 3 week special training on job duties provided by laundry supervisor.

Job Accommodations

Initial job coaching provided by community agency to improve employee's work speed.

Job duties initially modified by employer to include only small linens to accommodate employee's eye hand coordination. Employer hired additional half time person to obtain standard work rate.

Personal Strengths

Improved eye-hand coordination

Increased work rate

Financial Incentives for Hiring

Job Training Partnership Act

Targeted Jobs Tax Credit

Other Job Replication Factors

Employee should receive training in the specific job skills required before hiring.

**Machine Feeder****Autism**

D.O.T. #699.686-010

Company InformationCompany Name

Consolidated Products and Services
3 Arlington Street
North Quincy, MA 02170

Description of Company

Manufactures disposable medical
products for government and private
companies.

Number of Employees

200+ total company
29 this site

For more information, contact

Joanne Goodwin Johansen
Manufacturing Supervisor
(617) 773-7143

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

Worker trained by supervisor.

Examinations Required

Physical

Other Job Requirements

None

Job InformationWages

\$3.55 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation

Work Schedule

Permanent status
5 days a week, 6.75 hours a day
8:15 a.m. to 3:45 p.m.

Work Setting

Factory

Probationary Period

None

Employment History

3.5 years with company
3.5 years in this position

Narrative Description

Removes finished product from radio
frequency sealing machine and
places in bin; and installs new
tube on machine in preparation for
operator.

Physical Demands

10% sedentary, 90% light work

Physical Activities Performed

Push, reach, sit, see, hear,
sense of touch, finger dexterity

Environmental Conditions

Noise, mechanical hazards

Special Conditions

High rate of production

Work Group

Small group

Standard Training Period

2 hours

Standard Amount of Direct Supervision

Minimal

Machine Feeder

Autism

Significant Duties

Leadership/Administrative/Managerial

None

Writing Tasks

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Talk

Computer Tasks

None

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Tend machine (radio frequency sealing machine)

Mathematical Tasks

None

Special Considerations for This Worker

Limitations

Acceptance of supervision, speaking, following spoken directions

Personal Strengths

Good attendance

Willing to work

Neat

Special Training

Supervisor provided initial special training. Employee entered permanent employment and received a wage increase after completion of the training.

Financial Incentives for Hiring

Extended sheltered employment program wage subsidy.

Job Accommodations

Transportation provided by employer to accommodate employee's transportation needs.

**Mail Clerk****Autism**

D.O.T. #209.587-026

Company InformationCompany Name

Continental Grain Company
277 Park Avenue
New York, NY 10172

Description of Company

Agribusiness in grain trading
and processing.

Number of Employees

Approximately 500 this site

For more information, contact

Ray Shawney
Manager Support Services
(212) 207-5130

Requirements of This JobAcademic Credentials Required

High school diploma or GED

Work Experience Required

On the job training

Examinations Required

Physical, hearing, vision

Other Job Requirements

Dress code

Job InformationWages

\$1,050 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
401 K and regular saving plans

Work Schedule

Permanent status
5 days a week, 7 hours a day
1:00 a.m. to 6:00 a.m.
Rotating shifts

Work Setting

Office

Probationary Period

90 days

Employment History

2 years with company
2 years in this position

Narrative Description

Sorts messages by codes and delivers to designated persons; sorts incoming mail and delivers using mail cart for 6 floor area; picks up, sorts, and posts outgoing mail; processes packages for United Parcel Service shipments; completes delivery forms; operates Pitney Bowes postage equipment; receives training on Federal Express computer for shipping and tracing packages; and prepares mail packages for delivery to other locations in U.S.A. and Europe.

Physical Demands

100% medium work

Physical Activities Performed

Push, pull, reach, stoop, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Must complete mail "runs" on a timely basis within the company building.

Work Group

Large group

Standard Training Period

90 days

Standard Amount of Direct Supervision

Minimal

Mail Clerk

Autism

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Evaluate for accuracy and completeness

Correct deficiencies

Computer Tasks

Enter data into computers

Mathematical Tasks

Count

Handle basic calculations (+,-,x,/)

Use numerical values from charts, diagrams, tables

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Manual Perceptual Tasks

Eye-hand coordination

Use job-specific hand tools and equipment (mailing/packing hand tools and equipment)

Tend machine (DataSpeed 40 message equipment)

Operate machine(s) (Pitney Bowes mailing machine, computer system)

Use keyboard skills

Special Considerations for This Worker

Limitations

Interactions with coworkers, speaking, communication with coworkers in appropriate frequency, volume, and speech pattern

Special Training

Coworkers provided special training on mail room procedure until employee learned the job duties. Marling equipment and charts, United Parcel Service forms and other mail service materials were used for the special training. Employee entered permanent employment upon completion of the special training.

Job Accommodations

Counseling by Job Path agency staff and encouragement by coworkers provided to accommodate employee's interaction skills on the job.

Personal Strengths

Reliable
Accurate
Follows instructions
Fast worker

Financial Incentives for Hiring

None

Other Job Replication Factors

Employers should learn about autism and be patient with the employee's communication skills.

Mail Clerk**Learning Disability**

D.O.T. #209.587-026

Company InformationCompany Name

Glendale Federal Savings
201 West Lexington Drive
P.O. Box 1709
Glendale, CA 91209

Description of Company

Provides financial services (i.e.,
savings accounts, real estate loans)

Number of Employees

6,300 total company
1,700 this site

For more information, contact

Phylene M. Wiggins
Recruiting Specialist
(818) 500-2911

Requirements of This JobAcademic Credentials Required

High school diploma

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Bondable

Job InformationWages

\$6.21 per hour

Benefits

FICA

Work Schedule

Permanent status
5 days a week, 4 hours a day
1:00 p.m. to 5:00 p.m.

Work Setting

Office

Probationary Period

6 months

Employment History

2 years with company
1 year, 3 months

Narrative Description

Locates loan numbers on computer
printout; creates manual files;
opens mail; and distributes
supplies.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, turn, see, hear, sense
of touch, finger dexterity

Environmental Conditions

None

Special Conditions

High volume of work

Work Group

Small group

Standard Training Period

3 months

Standard Amount of Direct Supervision

Moderate

113

Mail Clerk

Learning Disability

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Computer Tasks

Access data from computers (reports)

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Writing Tasks

Copy accurately

Write legibly

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Use job-specific hand tools and equipment (clerical hand tools and equipment)

Operate machine (mail opener)

Use keyboard skills

Special Considerations for This Worker

Limitations

Working alone, reading, writing, spelling, mathematics, speaking, following spoken directions

Special Training

Supervisor and co-worker provided on-going training as needed for the first 6 months.

Job Accommodations

Team approach by supervisor and co-workers provided clear instructions, patience, encouragement, and cooperation to accommodate employee's learning style (no cost).

Personal Strengths

Self-motivated

Dependable

Good attendance

Financial Incentives for Hiring

None



Mail Communications Clerk

Learning Disability

D.O.T. #239.567-010

Company Information

Company Name

Continental Grain Company
277 Park Avenue
New York, NY 16172

Description of Company

Agribusiness headquarters in grain trading and processing.

Number of Employees

Approximately 500 this site

For more information, contact

Ray Shawney
Manager Support Services
(212) 207-5130

Requirements of This Job

Academic Credentials Required

High school diploma or GED

Work Experience Required

None

Examinations Required

Physical, hearing, vision

Other Job Requirements

None

Job Information

Wages

\$1,042 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
401 K and regular savings plans (company matched)

Work Schedule

Permanent status
5 days a week, 7 hours a day
6:00 a.m. to 1:00 p.m.
Rotating shifts

Work Setting

Office

Probationary Period

90 days

Employment History

3 years with company
6 months in this position

Narrative Description

Reads codes on company messages; prints message for distribution by codes; loads paper into DataSpeed 40 message units; operates computer to turn off message system; operates Xerox 1096 copier to print messages on colored paper codes; and provides assistance in print shop when necessary.

Physical Demands

100% medium work

Physical Activities Performed

Reach, stoop, see, color vision, hear, sense of touch, finger dexterity

Environmental Conditions

Noise, mechanical hazards

Special Conditions

High rate of production
Precision/quality
High level of stress

Work Group

Small group

Standard Training Period

3 months

Standard Amount of Direct Supervision

Moderate

Mail Communications Clerk

Learning Disability

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Evaluate for accuracy and completeness
Correct deficiencies

Computer Tasks

Enter data into computers
Access data from computers

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (office hand tools and equipment)
Tend machine(s)
Operate machine(s) (DataSpeed 40 message unit, Xerox 1096 copier, computer system)
Set up machine(s)
Use keyboard skills

Special Considerations for This Worker

Limitations

Putting items in proper order

Special Training

Co-workers provided initial special training on use of equipment. Employee received a grade and wage increase upon completion of the special training.

Job Accommodations

Review and/or restructuring of job tasks provided by supervisor to accommodate employee's sequencing of job tasks (no cost).

Personal Strengths

Reliable
Fast learner
Helpful

Financial Incentives for Hiring

None

Other Job Replication Factors

Patience by supervisor is needed when reviewing or restructuring the task order for the employee.

**Maintenance Laborer****Multiple Handicaps - Physical
Limitations; Memory Loss**

D.O.T. #382.664-010

Company InformationCompany Name

City of Flagstaff Housing Authority
3481 North Fanning Drive
Flagstaff, AZ 86004

Description of Company

Provides housing for low income
families.

Number of Employees

17 total company
17 this site

For more information, contact

Jose (Jesse) Dominguez
Maintenance Supervisor
(602) 526-0002

Requirements of This JobAcademic Credentials Required

GED or high school diploma
Maintenance training

Work Experience Required

Maintenance work preferred

Examinations Required

None

Other Job Requirements

Age 18 minimum
Driver's license
Own vehicle
Bondable
On call

Job InformationWages

\$917.00 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
4 days a week, 10 hours a day
7:00 a.m. to 6:00 p.m.

Work Setting

Apartment complexes

Probationary Period

6 months

Employment History

2 years with company
1 year in this position

Special Conditions

None

Narrative Description

Performs basic maintenance duties
including: mows lawns, paints,
cleans ranges and refrigerators,
washes company vehicles, prunes
trees, waxes floors and mops.

Physical Demands

35% sedentary, 15% light work,
40% medium work, 10% heavy work

Physical Activities Performed

Push, pull, reach, run, climb,
balance, stoop, kneel, crouch,
crawl, sit, turn, see, color
vision, depth perception, hear,
sense of smell, sense of taste,
sense of touch, finger dexterity

Environmental Conditions

Hot, cold, humid, dry, wet, dust,
dirt, odors, noise, inadequate
lighting, vibration, mechanical
hazards, moving objects, cramped
quarters, high places, electrical
hazards

Work Group

Small group

Standard Training Period

6 months

Standard Amount of Direct Supervision

Moderate

Maintenance Laborer

**Multiple Handicaps - Physical
Limitations; Memory Loss**

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Identify alternative approaches or solutions

Correct deficiencies

Summarize and draw conclusions

Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Estimate quantities needed to do a job

Writing Tasks

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Report accurately what others have said

Give clear oral instructions and directions

Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Use job-specific hand tools and

equipment (janitorial and maintenance)

Operate job-related power tool(s) (lawn mower, drills, saws)

Special Considerations for This Worker

Limitations

Climbing a ladder, cannot be on emergency call, must write down work assignments

Special Training

None

Job Accommodations

Placement and follow-up services provided by Goodwill Industries staff to accommodate employee's need for support.

Training of foremen by employer to provide job coaching for employee.

Assistance with apartment search, bill paying, etc., provided by Goodwill Industries and Native American for Community Action to accommodate employee's living skills ability.

Exemption from being on call provided by employer to accommodate employee's memory loss.

Employee's health conditions monitored by co-workers to assist employee identity when medical care is necessary.

Personal Strengths

Aggressive attitude to learn more about the job

Does not give up on the first try

Gets along well with co-workers

Financial Incentives for Hiring

On-the-Job Training Program funded through Goodwill Industries, Native American for Community Action, and the Housing Authority.

Other Job Replication Factors

Make contacts with other public agencies to show benefits of hiring persons with a disability. Employee has done an outstanding job for Flagstaff Housing Authority, and was nominated for Goodwill's Employee of the Year. Employer is very fortunate to have employee.

Messenger

Psychological Disability

D.O.T. #230.667-010

Company Information

Company Name

Comtemp
123 West 28th Street, SE
New York, NY

Description of Company

Messenger service subcontractor.

Number of Employees

25 total company
25 this site

For more information, contact

Kevin, Personnel Manager
(212) 714-9400

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Uniform, dress code

Job Information

Wages

\$3.75 per hour

Benefits

None

Work Schedule

Permanent
5 days a week, 4 hours a day
9:00 a.m. to 1:00 p.m.

Work Setting

Information not provided

Probationary Period

None

Employment History

3 months with company
3 months in this position

Narrative Description

Obtains directions to one or more business locations; walks to those locations; and picks up and delivers small packages to designated locations.

Physical Demands

85% sedentary, 2.5% light work, 2.5% medium work, 10% heavy work

Physical Activities Performed

Run, see

Environmental Conditions

Hot, cold, humid, dry, wet, dust, dirt, odors, noise, vibration, moving objects, high places

Special Conditions

High level of stress (deadlines, etc.)

Work Group

Works alone and in small group

Standard Training Period

20 hours

Standard Amount of Direct Supervision

Moderate

121

Messenger

Psychological Disability

Significant Duties

Leadership/Administrative/Managerial

Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Identify alternative approaches or solutions

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Report accurately what others have said
Give clear oral instructions and directions

Manual Perceptual Tasks

Hand work

Special Considerations for This Worker

Limitations

Reading, spelling, mathematics

Special Training

Supervisor provided initial special training. Employee received a wage increase upon completion of the training.

Job Accommodations

Job placement and followup services provided by Goodwill Industries placement staff to accommodate employee's need for job support.

Personal Strengths

Reliable
Understands instructions
Reports to work on time

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Nursery Helper

Multi-Handicaps -
Brain Damage, Epilepsy

D.O.T. #405.687-014

Company Information

Company Name

Big Rock Garden
2900 Bacon Street
Bellingham, WA 98226

Description of Company

Small retail nursery specializing
in imported plants from Asia.

Number of Employees

7 total company
10-12 maximum during busy part
of the year

For more information, contact

George Drake, Co-owner
(206) 676-3480

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Notify employer of absence

No drug abuse

Smoking in designated areas only

Job Information

Wages

\$3.25 per hour

Benefits

FICA

Worker's compensation

Unemployment compensation

Work Schedule

Permanent/Seasonal status

Seasonal fluctuations in schedule

Work Setting

Outdoors

Probationary Period

2 weeks as a volunteer (hours
vary depending on individual)

Employment History

3 years with company

3 years in this position

Narrative Description

Waters plants in containers; cleans
nursery area; and performs tasks
as assigned (i.e., raking, planting,
etc.)

Physical Demands

100% medium work

Physical Activities Performed

Push, pull, reach, balance, stoop,
turn, see

Environmental Conditions

All factors related to outdoor work

Special Conditions

None

Work Group

Works alone, one-to-one

Standard Training Period

On-the-job training - completely
individualized

Standard Amount of Direct Supervision

Moderate

Nursery Helper

**Multi-Handicaps -
Brain Damage, Epilepsy**

Significant Duties

Leadership/Administrative/Managerial

None

Writing Tasks

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate
procedures

Conduct work activities in appropriate
sequence

Reading Tasks

None

Computer Tasks

None

Communication Tasks

Listen

Follow intent of oral directions

Mathematical Tasks

None

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and
equipment (garden tools and equipment)

Special Considerations for This Worker

Limitations

Interactions with coworkers, appropriate
joking/talking, reading, writing,
spelling, mathematics, remembering,
speaking, epilepsy precautions

Personal Strengths

Friendly

Attendance

Puts forth best efforts

Special Training

None

Financial Incentives for Hiring

On-the-Job Training wage subsidy
initially, then Targeted Jobs Tax
Credit

Job Accommodations

Initial job placement made by high
school summer on-the-job training
program to accommodate employee's
need for work experience (no cost).

Supervision is flexible based on em-
ployee's job tasks and performance
(no cost).

Public transportation used to
accommodate employee's transportation
needs.

Variable supervision level provided by
employer based on employee's job
tasks and performance (no cost).

Other Job Replication Factors

Obtaining public and financial support;
aware of extra paper work requests and
requirements on wages, etc., when hiring
persons with disabilities.

**Operations Specialist -
Proof Department**

Hearing Impairment

D.O.T. #217.132-010

Company Information

Company Name

Sovran Financial Corporation
2 Commercial Place
Norfolk, VA 23510

Description of Company

Bank holding company offering financial services and products.

Number of Employees

10,000+ total company
2,500 Norfolk area

For more information, contact

Denise A. Sanderson
Vice President/Employment Manager
(804) 441-4591

Requirements of This Job

Academic Credentials Required

None required

Work Experience Required

Proof operator experience

Examinations Required

None

Other Job Requirements

Bondable
Basic understanding of accounting principles (i.e., debits and credits)

Job Information

Wages

\$1,000 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Flexible benefits available

Work Schedule

Permanent status
5 days a week, 8 hours a day
Time of work varies

Work Setting

Office

Probationary Period

90 days

Employment History

3 years, 4 months with company
1 year in this position

Narrative Description

Reviews work from proof operators to ensure that their corrections are accurate; keys information into computer to make corrections to accounts; generates notices to customers of corrections; and manually prepares notifications of corrections for branches and departments of corrections.

Physical Demands

80% sedentary, 20% light work

Physical Activities Performed

Reach, sit, turn, see, sense of touch, finger dexterity

Environmental Conditions

Noise, cramped quarters

Special Conditions

High rate of production
Precision/quality
Distracting conditions
High level of stress

Work Group

Small group

Standard Training Period

15 days

Standard Amount of Direct Supervision

Moderate

**Operations Specialist -
Proof Department**

Hearing Impairment

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Analyze and synthesize information
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions

Computer Tasks

Enter data into computers
Access data from computers

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Produce intelligible written documents

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions

Manual Perceptual Tasks

Use job-specific hand tools and equipment (clerical hand tools and equipment)
Operate machine(s) (computers, calculators, copiers)
Use keyboard skills

Special Considerations for This Worker

Limitations

Low frustration tolerance, hearing, speaking clearly

Special Training

If the person has prior proof experience the employer replaces written materials with verbal instruction for the standard job training.

Job Accommodations

None

Personal Strengths

Dependable
Eager to learn
Interested in job

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Employer needs to be sensitive to the employee's disability and ensure that the training is understood.

Operations Test Engineer

**Multihandicaps - Paralysis of
Left Leg, Right Leg Prosthesis,
Lower Back Limitations**

D.O.T. #003.061-030

Company Information

Company Name

General Dynamics Electronics
Division
P.O. Box 85106
San Diego, CA 92138

Description of Company

Manufacturer of ATE and circuit
boards for the Department of
Defense.

Number of Employees

3,400+ total company
3,400+ this site

For more information, contact

Michael M. Brown
Affirmative Action Administrator
(619) 573-5310

Requirements of This Job

Academic Credentials Required

Bachelor's degree

Work Experience Required

3 years experience in electronics
related field preferred.

Examinations Required

Physical, hearing, vision

Other Job Requirements

None

Job Information

Wages

Salaried

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 3:30 p.m.

Work Setting

Factory

Probationary Period

None

Employment History

8+ years with company
6+ years in this position

Narrative Description

Supports production tests; reports
trend analysis for Electronic Test
Equipment; and develops and submits
proposals for production.

Physical Demands

90% sedentary, 10% light work

Physical Activities Performed

Sit, turn, see, color vision,
sense of smell, finger dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

Small group

Standard Training Period

3 months

Standard Amount of Direct Supervision

Minimal

Operations Test Engineer

**Multihandicaps - Paralysis of
Left Leg, Right Leg Prosthesis,
Lower Back Limitations**

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

Enter data into computers
Access data from computers
Write programs
Perform systems analysis

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/)
Estimate quantities needed to do a job
Calculate costs
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations
Use formulas (translating, substituting values)
Prepare budgets

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (test probes, screwdriver)
Tend machine(s) (electronic test equipment)
Operate machine(s) (electronic test equipment)
Set up machine(s)
Use keyboard skills
Develop visual presentations

Special Considerations for This Worker

Limitations

Lifting, carrying, pushing, pulling,
standing, walking, kneeling, squatting,
limited stamina, chronic pain

Special Training

None

Personal Strengths

Knowledge of job
Gets along with coworkers
Patience

Financial Incentives for Hiring

None

Job Accommodations

Employee allowed to perform all duties
from sitting position to accom-
modate back and leg limitations
(no cost).

Handicap designated parking space
provided by employer to accommodate
employee's lack of mobility.

**Operator - Directory Assistance**

Polio

D.O.T. #235.662-018

Company InformationCompany Name

New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company

Telecommunication products and
services.

Number of Employees

28,000 total company
100 this site

For more information, contact

John Cooney, Manager
Affirmative Action Program
Equal Employment Opportunity
(617) 743-4901

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

Physical, hearing, vision, job
aptitude exam

Other Job Requirements

Union membership

Job InformationWages

\$6.50 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%
Savings plan

Work Schedule

Permanent status
5 days a week, 7.5 hours a day
9:00 a.m. to 5:00 p.m.

Work Setting

Office

Probationary Period

6 months

Employment History

3 months with company
3 months in this position

Narrative Description

Receives 900-1,200 requests per day
for directory assistance telephone
calls from customers; enters
requested information into computer
containing directory listings; and
ensures information is correct for
customer satisfaction.

Physical Demands

100% sedentary

Physical Activities Performed

Sit, turn, see, hear, sense of
touch, finger dexterity

Environmental Conditions

None

Special Conditions

High rate of production
Precision/quality
Average time to handle 1 directory
assistance call is 18 seconds

Work Group

Large group

Standard Training Period

10 days

Standard Amount of Direct Supervision

Moderate

Operator - Directory Assistance

Polio

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Recognize the effects of changing quantity or quality of materials
Identify alternative approaches or solutions
Correct deficiencies
Summarize and draw conclusions

Computer Tasks
Enter data into computers
Access data from computers

Mathematical Tasks
Count
Understand order (e.g., first, second, last)

Writing Tasks
Write legibly
Complete forms accurately

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment
Operate machine(s) (computer terminals, telephone system)
Use keyboard skills

Special Considerations for This Worker

Limitations

Lifting, carrying, pushing, pulling,
kneeling, squatting

Special Training

Employee entered permanent employment
upon completion of the standard
training.

Job Accommodations

Straight-backed chair without wheels
provided by employer to accommodate
employee's posture control (no cost).
Brackets for holding crutches in-
stalled near work station by employer
to provide safety and accessibility
(approximately \$100).

Handicap designated parking space
near alternate entrance with few steps
provided by employer to accommodate
employee's mobility on stairs (no
cost).

Designated meeting place (in case of
fire) established with fire department
to accommodate employee's mobility on
stairs (no cost).

Personal Strengths

Good listening skills
Patient
Good attendance
Perseveres

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Be open-minded; obtain upper management
approval; and provide awareness
training for employees and management
team.



Owner/Manager

Multihandicaps -
Dyslexia, Visual Impairment

D.O.T. #185.167-046

Company Information

Company Name

The Stationery Traveler
953 South Frontage Road, West
Vail, CO 81657

Description of Company

Retail office products store
including service and rental of
office machines.

Number of Employees

5 total company
5 this site

For more information, contact

Noel A. Belcher, Owner
(303) 476-4145

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

Retail/sales experience, self-
employment background preferred.

Examinations Required

None

Other Job Requirements

Age 18 minimum
Driver's license
Bondable

Job Information

Wages

\$1,200 per month plus all
expenses

Benefits

Paid vacation
Paid holidays
Paid sick days
100% equity in company

Work Schedule

Permanent status
6 days a week, 11 hours a day
8:00 a.m. to 7:00 p.m.

Work Setting

Office/retail store

Probationary Period

None

Employment History

6 years with company
6 years in this position

Narrative Description

Manages all aspects of retail office
products store including the
following: personnel management,
office machine sales, deliveries, new
product research, in-store sales,
accounting functions and cash flow
control.

Physical Demands

40% sedentary, 25% light work,
20% medium work, 15% heavy work

Physical Activities Performed

Reach, stoop, kneel, sit, see,
color vision, depth perception, hear,
sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

Small group

Standard Training Period

8 months

Standard Amount of Direct Supervision

None

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Develop company policies
- Implement company policies
- Recruit, hire, and terminate personnel
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

- Enter data into computers
- Access data from computers

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Calculate costs
- Use numerical values from charts, diagrams, tables

Writing Tasks

- Write legibly
- Complete forms accurately
- Write sentences in standard English

Reading Tasks

- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Talk
- Speak clearly
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

Manual Perceptual Tasks

- Eye-hand coordination
- Use job-specific hand tools and equipment (office machine service tools)
- Operate machine(s) (photocopiers, typewriters, calculators, facsimile)
- Set up machine(s)
- Use keyboard skills

Special Considerations for This Worker

Limitations

Low frustration tolerance, reading, spelling, vision, remembering, hearing

Special Training

Employer taught self to operate business.

Job Accommodations

Administrative assistant performs daily record keeping to accommodate employee's memory ability (\$200/wk). Coworkers orally read printed material upon request from employer to accommodate reading ability (2-3 hrs/wk). Store aisles widened and fixture corners padded to accommodate employer's visual impairment.

Personal Strengths

Aware of people's needs
Honest
Self-motivated

Financial Incentives for Hiring

None

Other Job Replication Factors

Employees are informed and accept manager's limitations as part of their work environment. Manager and employees have mutual cooperation in their working relationships.



Owner/Woodcarver

Multiple Sclerosis

D.O.T. #144.061-018

Company Information

Company Name

Stanley Maroushek Carving
712 5th Avenue
Decorah, IA 52101

Description of Company

Makes and sells wood carvings.

Number of Employees

1 total company
1 this site

For more information, contact

Stanley Maroushek, Owner
(319) 382-3782

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

Good work record preferred.

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

Based on sales - up to \$5-\$6/hr.

Benefits

None

Work Schedule

Permanent status
Average 5 days a week, 3-5 hours
a day
Time of work varies

Work Setting

Work area next to residence

Probationary Period

None

Employment History

5 years with company
5 years in this position

Narrative Description

Designs wood carving plans; carves wood products; sands, paints and finishes carvings; locates buyer for finished products; and sells products at various events and locations.

Physical Demands

100% sedentary

Physical Activities Performed

Push, pull, reach, sit, see, color vision, depth perception, sense of touch, finger dexterity

Environmental Conditions

Dust, dirt, mechanical hazards

Special Conditions

None

Work Group

Works alone

Standard Training Period

Several months

Standard Amount of Direct Supervision

None

Significant Duties

Leadership/Administrative/Managerial

Develop company policies
 Implement company policies
 Represent the company at internal functions
 Represent the company at external functions

Problem Solving/Reasoning Tasks

Determine own work activities
 Recognize and use appropriate procedures
 Conduct work activities in appropriate sequence
 Obtain resources needed to carry out work
 Recognize the effects of changing quantity or quality of materials
 Collect and organize information
 Analyze and synthesize information
 Identify alternative approaches or solutions
 Review progress periodically
 Correct deficiencies
 Summarize and draw conclusions
 Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count
 Understand order (e.g., first, second, last)
 Handle basic calculations (+, -, x, /)
 Estimate quantities needed to do a job
 Make and use measurements

Writing Tasks

Copy accurately
 Write sentences in standard English

Reading Tasks

Identify work-related symbols/signs
 Read simple directions
 Read technical information

Communication Tasks

Listen
 Follow intent of oral directions
 Talk
 Speak clearly
 Use appropriate vocabulary and grammar
 Stay on the topic in job-related conversations
 Give clear oral instructions and directions
 Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination
 Hand work
 Construct, fabricate or assemble materials
 Use job-specific hand tools and equipment (wood carving hand tools and equipment)
 Operate job-related power tool (band saw)

Special Considerations for This Worker

Limitations

Low frustration tolerance, acceptance of supervision, interactions with coworkers, reading, spelling, mathematics, standing, walking, limited stamina, remembering, following spoken directions, following written directions

Special Training

Various schools provided training to the owner using specialized tools (knives, chisels) and new wood carving styles. Certificate was awarded by the school upon completion of the training. Special training increases sales of owner's products.

Job Accommodations

Tools, equipment and materials were provided by the state vocational rehabilitation agency to establish owner's wood carving business. Additional support and labor are provided by the family in operating the wood carving business to accommodate owner's variable physical condition.

Personal Strengths

Conceptualizes the finished carving product
Works alone
Public relation skills

Financial Incentives for Hiring

None

Other Job Replication Factors

Person should have an interest in working with wood. The person with a disability should do something to make oneself feel better.

Packing/Shipping Clerk

Physical Handicap - Arm Prosthesis

D.O.T. #222.587-018

Company Information

Company Name

Continental Grain Company
277 Park Avenue
New York, NY 10172

Description of Company

Agribusiness in grain trading
and processing.

Number of Employees

Approximately 500 this site

For more information, contact

Ray Shawney
Manager Support Services
(212) 207-5130

Requirements of This Job

Academic Credentials Required

High school diploma or GED

Work Experience Required

None

Examinations Required

Physical, hearing, vision

Other Job Requirements

Dress code

Job Information

Wages

\$1,567 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
401 K and regular saving plans

Work Schedule

Permanent status
5 days a week, 7 hours a day
10:00 a.m. to 6:00 p.m.

Work Setting

Office

Probationary Period

None

Employment History

11 years with company
2 years in this position

Narrative Description

Answers telephone; dispatches
messages; receives courier packages;
completes forms for delivery
services; maintains and files logs of
messenger trips; wraps packages;
enters data into Federal Express
computer system; makes telephone
calls for delivery services when
required; and maintains billing and
time records for delivery employees.

Physical Demands

100% light work

Physical Activities Performed

Reach, stoop, sit, see, hear,
sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Distracting conditions
High level of stress

Work Group

Small group

Standard Training Period

3 months

Standard Amount of Direct Supervision

Minimal

Packing/Shipping Clerk

Physical Handicap - Arm Prosthesis

Significant Duties

Leadership/Administrative/Managerial

Specify goals and work tasks of others

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Analyze and synthesize information

Identify alternative approaches or solutions

Evaluate for accuracy and completeness

Correct deficiencies

Computer Tasks

Enter data into computers

Access data from computers

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Handle basic calculations (+, -, x, /)

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Write sentences in standard English

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Report accurately what others have said

Give clear oral instructions and directions

Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (packaging hand tools and equipment)

Use keyboard skills

Special Considerations for This Worker

Limitations

None

Special Training

Assistant supervisor provided initial special training on job duties.

Employee entered permanent employment upon completion of the training.

Job Accommodations

None

Personal Strengths

Reliable

Flexible

Willing to learn

Financial Incentives for Hiring

None

Other Job Replication Factors

Focus on the positive aspects of the employee's abilities, then place the employee in a position that requires the use of these abilities.



Personnel Clerk

Paraplegia T-5

D.O.T. #209.362-026

Company Information

Company Name
Army and Air Force Exchange Service
P.O. Box 660202
Dallas, TX 75266-0202
Description of Company
Suppliers for military base/post
exchange stores.
Number of Employees
70,000 total company
3,000 this site
For more information, contact
Connie Ward
Special Emphasis Programs Manager
(214) 780-3466

Requirements of This Job

Academic Credentials Required
High school diploma
Work Experience Required
Prior employment demonstrating
responsibility.
Examinations Required
None
Other Job Requirements
Dress code

Job Information

Wages
\$6.33 per hour
Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Accidental Death/Disemb.
Dependent Life
Work Schedule
Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.
Work Setting
Office
Probationary Period
6 months
Employment History
3 years with company
2.5 years in this position
Standard Training Period
6 months
Standard Amount of Direct Supervision
Moderate

Narrative Description
Clerical duties of company employment
process includes the following: pulls
and files applications; telephones
applicants to notify about position
openings; refers applicant to
supervisors and sets up appointments;
verifies information on application;
orients new employees; types
personnel requests, Official
Personnel Files (OPF), etc.; mails
letters; in charge of correctly
filing OPF; processes ID cards; and
administers typing/shorthand tests.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, sit, see, hear,
sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High rate of production
High level of stress

Work Group
Large group

141

Personnel Clerk

Paraplegia T-5

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Implement company policies
- Recruit, hire, and terminate personnel
- Specify goals and work tasks of others
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Recognize and use appropriate procedures
- Obtain resources needed to carry out work
- Analyze and synthesize information
- Review progress periodically

Computer Tasks

- Enter data into computers
- Access data from computers

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/)
- Use numerical values from charts, diagrams, tables
- Use formulas (translating, substituting values)

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Writing Tasks

- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups
- Interact effectively with job applicants

Manual Perceptual Tasks

- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (clerical tools and equipment)
- Operate machine(s) (telephone system, computer)
- Use keyboard skills

Special Considerations for This Worker

Limitations

Lifting, carrying, pushing, pulling,
standing, walking, kneeling, squatting

Special Training

None

Job Accommodations

Desk/work table elevated using blocks
provided by employer to accommodate
employee's wheelchair (1 hour of
carpenter's time).

Office furniture arranged by employer
to provide better office accessibility
(1 hour).

Bathroom stall enlarged by employer to
provide accessibility for employee's
wheelchair.

Personal Strengths

Communicates effectively
Shows initiative
Demonstrates patience

Financial Incentives for Hiring

None

Other Job Replication Factors

Minimal accommodations should be
initially provided for employees with
a wheelchair.

**Physical Science Technician****Cerebral Palsy**

D.O.T. #020.162-010

Company InformationCompany Name

Northern Regional Research Center,
ARS, USDA
1815 North University Street
Peoria, IL 61604

Description of Company

U.S. Government research laboratory performing chemical, microbiological and engineering research related to agriculture. Main products are research publications and patents.

Number of Employees

8,000 total company
320 this site

For more information, contact

L. H. Princen, Center Director
(309) 685-4011, Ext. 540

Requirements of This JobAcademic Credentials Required

Bachelor's degree

Work Experience Required

None

Examinations Required

None

Other Job Requirements

None

Job InformationWages

\$1,381.00 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 4:30 p.m.

Work Setting

Laboratory research area

Probationary Period

1 year

Employment History

3 years with company
3 years in this position

Standard Training Period

None

Standard Amount of Direct Supervision

Minimal

Narrative Description

Tabulates data, converts to appropriate units and performs indicated calculations and curve plotting; obtains by calculation and measurement experimental curves parameters describing material behavior; performs literature searches and maintains literature files and computer retrieval systems; records data and calculations accurately in notebooks, plots data in graphical and tabular form, and maintains accurate records and summarizes results; and performs complex calculations from new theoretical equations, computer-aided where necessary, and fits theoretical predictions to experimental data.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, turn, see, hear

Environmental Conditions

None

Special Conditions

Precision/quality

Work Group

Works alone, one-to-one, and in small group

Physical Science Technician

Cerebral Palsy

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

Enter data into computers
Access data from computers
Perform word processing
Write programs
Perform systems analysis

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations
Make and use measurements
Use formulas (translating, substituting values)

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks

Listen
Follow intent of oral directions
Talk
Use appropriate vocabulary and grammar
Explain activities and ideas clearly

Manual Perceptual Tasks

Operate machine(s) (computer, other scientific equipment)
Use keyboard skills
Develop visual presentations

Special Considerations for This Worker

Limitations

Lifting, carrying, pushing, pulling,
standing, walking

Special Training

Supervisor provided training to acquaint employee with specific projects. Employee entered permanent employment and received a wage increase upon completion of the training.

Job Accommodations

Swinging hall lab doors and windows in doors installed at employee's eye level to accommodate employee's mobility needs.

Transportation to work provided by parents to accommodate employee's transportation needs.

Personal Strengths

Intelligence
Desire to work
Knowledge of theoretical physics and chemistry

Financial Incentives for Hiring

None

Other Job Replication Factors

Employee was interested in studying mathematics and computer science after high school graduation. After overcoming some obstacles, the chemistry department at a local university offered a specially designed curriculum of theoretical subjects and accommodated employee's physical disabilities. Upon earning a B.S. degree in chemistry, a professor assisted job placement by contacting the Research Center where designing a special position was encouraged. The employee is working well and has been promoted to the next highest grade position.

Potato Chip Crew Worker

Mental Retardation

D.O.T. #526.685-046

Company Information

Company Name

Bear Creek Farms
R.R. 1
Bryant, IN 47326

Description of Company

Manufactures speciality food
products and operates 24 family
style restaurants.

Number of Employees

1,000 total company
50 this site

For more information, contact

Don Strong, President
(219) 997-6822

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

Preferred

Examinations Required

None

Other Job Requirements

Driver's license, own vehicle

Job Information

Wages

\$4.50 per hour

Benefits

Paid vacation
FICA
Unemployment compensation
Medical insurance

Work Schedule

Permanent status
4 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting

Factory

Probationary Period

None

Employment History

1 year with company
1 year in this position

Narrative Description

Cooks and bags small batches of
potato chips.

Physical Demands

70% light work, 20% medium work,
10% heavy work

Physical Activities Performed

Push, pull, color vision, sense
of taste, sense of touch, finger
dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

Small group

Standard Training Period

3 hours by supervisor

Standard Amount of Direct Supervision

Moderate

Potato Chip Crew Worker

Mental Retardation

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

None

Computer Tasks

None

Mathematical Tasks

Count

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen

Follow intent of oral directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Tend machine (potato chip frying machine)

Special Considerations for This Worker

Limitations

Interactions with coworkers, reading, writing, spelling, mathematics, cannot work alone, speaking, following written directions

Special Training

None

Job Accommodations

None

Personal Strengths

Consistent

Good temperament

Good quality in product

Financial Incentives for Hiring

None

President

Blindness

D.O.T. #189.117-026

Company Information

Company Name

L. Foote Enterprises, Ltd.
248 Ray Street
Delavan, WI 53115

Description of Company

Manufactures self-contained gas
fired corn roaster.

Number of Employees

4 total company
4 this site

For more information, contact

Bill Russell
Friend and Part-Time Helper
(414) 728-5344 or 728-9344

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

Information not provided

Benefits

None

Work Schedule

Permanent status
5-7 days a week, 10-12 hours a
day
9:00 a.m. to 8:00 p.m.

Work Setting

Fabrication shop

Probationary Period

None

Employment History

7 years with company
7 years in this position

Narrative Description

Develops and produces corn roasters
and fabricated equipment; operates
machines; plans market procedure
for nationwide distribution; and pro-
vides consultation and problem
solving skills to special mechanical
projects.

Physical Demands

50% sedentary, 25% light work,
25% medium work

Physical Activities Performed

Push, pull, reach, climb, balance,
stoop, kneel, sit, turn, hear,
sense of smell, sense of touch,
finger dexterity

Environmental Conditions

Hot, cold, dust, dirt, mechanical
hazards

Special Conditions

Precision/quality
High level of stress

Work Group

Works alone, one-to-one, and in
small group

Standard Training Period

None

Standard Amount of Direct Supervision

None

140

President

Blindness

Significant Duties

Leadership/Administrative/Managerial

Provide leadership
Develop company policies
Implement company policies
Recruit, hire, and terminate personnel
Specify goals and work tasks of others
Supervise personnel
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Calculate costs
Make and use measurements

Writing Tasks

None

Reading Tasks

None

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks

Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment
Tend machine(s)
Operate machine(s)
Set up machine(s)
Operate job-related power tool(s) (drills, lathe, grinder)

Other Significant Duties or Job Features

Makes own devices

Special Considerations for This Worker

Limitations

Acceptance of supervision, reading, writing, vision, following written directions, working in a large group

Special Training

None

Job Accommodations

Friends read and assist with clerical duties to accommodate employee's academic limitations (no cost).
Friends provide transportation to and from work to accommodate employee's ability to drive (no cost).

Personal Strengths

Memory
Reasoning skills
Listening and comprehension skills

Financial Incentives for Hiring

None

Other Job Replication Factors

President believes in self and has never stopped doing something because of limitations. The President has learned to accept help when necessary but performs everything for self when possible.

**President/Manager****Spinal Cord Injury**

D.O.T. #187.117-014

Company InformationCompany Name

International Handicappers' Net
P.O. Box 59
Oregon, MO 64473

Description of Company

International fraternal organization
of disabled amateur radio operators.

Number of Employees

1 total company
1 this site

For more information, contact

Calvin J. Burt
Chief Executive Officer
(816) 446-2902

Requirements of This JobAcademic Credentials Required

High school diploma
Associate degree
Amateur radio license (FCC)
College accounting

Work Experience Required

General office administration,
publishing and computer data
base experience preferred.

Examinations Required

None

Other Job Requirements

Integrity/honesty

Job InformationWages

Information not provided

Benefits

None

Work Schedule

Permanent status
5-6 days a week, 7.5 hours a day
9:00 a.m. to 4:30 p.m.

Work Setting

Home/office

Probationary Period

None

Employment History

7 years with company
7 years in this position

Standard Amount of Direct Supervision

None

Narrative Description

Manages on-air radio network of
members; uses computer and printer
for newsletter (i.e., columns,
mailing labels and database of
members); solicits funds; maintains
inventory of radio equipment and
materials for loan; and manages
office record-keeping and accounting
operations.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, see, color vision,
hear, sense of smell, sense of
touch, finger dexterity

Environmental Conditions

Cramped quarters, radiant energy

Special Conditions

Precision/quality
Distracting conditions

Work Group

Works alone

Standard Training Period

1 month

President/Manager

Spinal Cord Injury

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Develop company policies
- Implement company policies
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at external functions
- Report to a board of directors
- Serve membership

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)
- Prepare budgets
- Prepare information

Writing Tasks

- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (HAM radio system)
- Use keyboard skills

Computer Tasks

- Enter data into computers
- Access data from computers
- Perform word processing
- Write programs
- Perform systems analysis

Special Considerations for This Worker

Limitations

Vision (limited), lifting, carrying,
standing, walking, kneeling, squatting,
limited stamina, chronic pain

Personal Strengths

Self-discipline
Personal motivation
Desire to succeed

Special Training

None

Financial Incentives for Hiring

None

Job Accommodations

Furniture and home office made
accessible by employee to accommodate
movement of wheelchair.

Proof Machine Operator

Deafness

D.O.T. #217.382-010

Company Information

Company Name

Crestar Bank
919 East Main Street
Richmond, VA 23236

Description of Company

A full-service bank

Number of Employees

6,000 total company
1,000 this site

For more information, contact

Peggy J. Cox
Assistant Vice President and
Employee Relations Manager
(804) 782-7195

Requirements of This Job

Academic Credentials Required

High school diploma or GED or
equivalent office work experience

Work Experience Required

Office experience preferred

Examinations Required

None

Other Job Requirements

None

Job Information

Wages

\$889-1,246 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Thrift and profit sharing

Work Schedule

Permanent status
5 days a week, 8 hours a day
minimum
12:00 p.m. to 8:00 p.m. or
until work is completed

Work Setting

Office

Probationary Period

3 months

Employment History

10 years with company
10 years in this position

Narrative Description

Operates proof machine to process
debit tickets received from company
banks (i.e., deposits, general
ledger tickets, checks).

Physical Demands

90% sedentary, 10% light work

Physical Activities Performed

Reach, sit, turn, see, sense of
touch, finger dexterity

Environmental Conditions

None

Special Conditions

High rate of production, high
level of stress (deadlines daily)

Work Group

Works alone and in large group

Standard Training Period

3 months

Standard Amount of Direct Supervision

Moderate

Proof Machine Operator

Deafness

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+,-,x,/)

Writing Tasks

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Follow intent of written directions

Manual Perceptual Tasks

Eye-hand coordination

Operate machine(s) (proof machines, adding machine, calculator)

Use keyboard skills

Special Considerations for This Worker

Limitations

Hearing, speaking

Special Training

Audiovisual equipment used in standard training.

Job Accommodations

Interpreter provided by employer for special meetings to accommodate employee's communication ability.

Personal Strengths

Excellent adding machine skills (i.e., finger dexterity)

Financial Incentives for Hiring

None

Purchaser/Salesperson

Learning Disability - Dyslexia



D.O.T. #279.357-034

Company Information

Company Name

The Stationery Traveler
953 South Frontage Road, West
Vail, CO 81657

Description of Company

Retail office products store

Number of Employees

5 total company
5 this site

For more information, contact

Noel Belcher, Owner
(303) 476-4145

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

Retail sales/ordering experience
preferred.

Examinations Required

None

Other Job Requirements

Age 21 minimum
Driver's license
Bondable

Job Information

Wages

\$7.00 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation

Work Schedule

Permanent status
5 days a week, 9 hours a day
8:00 a.m. to 6:00 p.m.

Work Setting

Office/retail

Probationary Period

None

Employment History

2 years with company
2 years in this position

Narrative Description

Sells office products in store;
enters inventory information into
computer; and orders products.

Physical Demands

60% sedentary, 30% light work,
10% medium work

Physical Activities Performed

Push, pull, reach, stoop, sit, see,
hear, sense of touch, finger
dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

Small group

Standard Training Period

2 months

Standard Amount of Direct Supervision

Minimal

Purchaser/Salesperson

Learning Disability - Dyslexia

Significant Duties

Leadership/Administrative/Managerial

Implement company policies
Represent the company at internal functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Collect and organize information
Analyze and synthesize information
Summarize and draw conclusions

Computer Tasks

Enter data into computers
Access data from computers

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/)
Estimate quantities needed to do a job

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately

Reading Tasks

Read simple directions
Read technical information

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Give clear oral instructions and directions

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (retail store hand tools and equipment)
Operate machine(s) (calculator, facsimile)
Use keyboard skills

Special Considerations for This Worker

Limitations

Mathematics, remembering

Special Training

Special 2-week initial training provided by owner on use of computer for supplier channels and sources.

Job Accommodations

Additional review of product orders provided by employer to accommodate employee's line item shifts and number transpositions (4 hrs/wk).

Personal Strengths

Good with people
Office product knowledge
Sense of store layout and design

Financial Incentives for Hiring

None



Receiving Clerk

Deafness, Non-Verbal

D.O.T. #222.387-050

Company Information

Company Name

Sears Roebuck and Company
7101 Midlathian Pike
Richmond, VA 23225

Description of Company

Retail merchandise chain of
stores

Number of Employees

385 this site

For more information, contact

Donna M. Hunt, Personnel Specialist
(804) 745-7256

Requirements of This Job

Academic Credentials Required

None

Work Experience Required

None

Examinations Required

Physical

Other Job Requirements

None

Job Information

Wages

Information considered
confidential

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 4:00 p.m.

Work Setting

Shipping dock

Probationary Period

None

Employment History

Information not available

Narrative Description

Matches merchandise freight pack
list with the store orders; verifies
store charges for merchandise
received; places tags on merchandise
with appropriate price before
releasing to the store sales floor;
and hangs clothes items before
sending to the sales floor.

Physical Demands

15% light work, 75% medium work,
10% heavy work

Physical Activities Performed

Push, pull, reach, stoop, turn,
see, color vision, sense of touch,
finger dexterity

Environmental Conditions

Temperature related to weather

Special Conditions

Precision/quality

Work Group

Small group

Standard Training Period

3 days

Standard Amount of Direct Supervision

Moderate

159

Receiving Clerk

Deafness, Non-Verbal

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Evaluate for accuracy and completeness

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Estimate quantities needed to do a job

Writing Tasks

Write legibly

Complete forms accurately

Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Follow intent of written directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (pricing gun, material handling tools)

Special Considerations for This Worker

Limitations

Hearing, speaking, following spoken directions

Special Training

None

Job Accommodations

Coworkers write notes and use simple sign language to communicate with employee.

Personal Strengths

Communicates well by written notes

Takes directions well

Works accurately

Financial Incentives for Hiring

None

**Rehabilitation Specialist****Back Disability**

D.O.T. #045.107-042

Company InformationCompany Name

Intracorp
181 Park Avenue
West Springfield, MA 01089

Description of Company

Private insurance rehabilitation
consulting firm.

Number of Employees

3,000 total company
7 this site

For more information, contact

Susan A. Plasse, Branch Manager
(413) 737-4382

Requirements of This JobAcademic Credentials Required

Master's degree
Nursing license

Work Experience Required

Nursing and placement/vocational
rehabilitation preferred

Examinations Required

None

Other Job Requirements

Driver's license
Dress code

Job InformationWages

\$700+ per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Long and short term disability
insurance
Company car

Work Schedule

Permanent status
5 days a week, 7.5 hours a day

Work Setting

Office/Residential - works from
home and visits clients in their
homes.

Probationary Period

3 months

Employment History

14 months with company
14 months in this position

Narrative Description

Assesses rehabilitation potential of
injured worker in regards to medical
treatment, vocational skills,
prognosis for returning to same job,
psychological ability to handle
injury and financial status as result
of accident.

Physical Demands

80% sedentary, 20% light work

Physical Activities Performed

Push (pencil, car gears), reach,
climb stairs, kneel, sit, turn
(head, waist), see, depth percep-
tion, hear, sense of touch, finger
dexterity

Environmental Conditions

Hot, cold, humid, dry, wet, dust
(all weather), odors, noise, vi-
bration (from car)

Special Conditions

Precision/quality
High level of stress (deadlines,
etc.)

Work Group

Works alone, one-to-one

Standard Training Period

1 week and 3-6 months on-the-job
training

Standard Amount of Direct Supervision

Moderate

Rehabilitation Specialist

Back Disability

Significant Duties

Leadership/Administrative/Managerial

Specify goals and work tasks of others
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Calculate costs

Writing Tasks

Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination

Special Considerations for This Worker
--

Limitations

Working in front of groups, writing, spelling, lifting, carrying, tumor (recurring)

Special Training

Manager provides periodic instruction to employee.

Job Accommodations

None

Personal Strengths

Interpersonal skills
Assessment skills (data collection, analysis and synthesis)
Hardworking
Dedicated

Financial Incentives for Hiring

None

Other Job Replication Factors

Be flexible regarding amount of work assigned to employee. Start person slowly and increase only when ready to handle additional work.

**Repair Service Assistant****Visual Impairment**

D.O.T. #239.367-010

Company InformationCompany Name

New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company

Telecommunication products and services.

Number of Employees

28,000 total company
150 this site

For more information, contact

John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Requirements of This JobAcademic Credentials Required

High school diploma

Work Experience Required

Typing or customer contact skills preferred.

Examinations Required

Physical, hearing, drug test

Other Job Requirements

Union membership
Bondable
On call

Job InformationWages

\$257.50 per week

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
(Benefits after 6 months)

Work Schedule

Permanent status
5 days a week, 7.5 hours a day
9:00 a.m. to 5:30 p.m.

Work Setting

Office

Probationary Period

6 months

Employment History

3 months with company
3 months in this position

Narrative Description

Talks to customers with telephone service complaints; collects necessary information from customer for repair; and types information into computer.

Physical Demands

100% sedentary

Physical Activities Performed

Sit, turn, hear, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

High rate of production
Precision/quality
High level of stress (due to customer complaints)

Work Group

Large group

Standard Training Period

10 days

Standard Amount of Direct Supervision

Moderate

Repair Service Assistant

Visual Impairment

Significant Duties

Leadership/Administrative/Managerial
Implement company policies

Problem Solving/Reasoning Tasks

- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

- Enter data into computers
- Access data from computers
- Perform word processing

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)

Writing Tasks (using personal computer with voice synthesizer)

- Complete forms accurately
- Write sentences in standard English
- Identify and correct errors in writing

Reading Tasks (using personal computer with voice synthesizer)

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

Manual Perceptual Tasks

- Use keyboard skills

Special Considerations for This Worker

Limitations

Vision

Special Training

Initial special training on computer skills was provided by employer for 2 weeks prior to employment. Training material was entered into employee's personal computer. Employee entered permanent employment upon completion of the special training.

Job Accommodations

Speech synthesizer installed on employee's computer provided by the Commission for the Blind to accommodate employee's visual communication skills (\$1000).

Mobility training on work site provided by the Commission for the Blind to assist employee in locating training work site.

Personal Strengths

Gets along well with peers

Good attendance

Identifies and handles customer complaints

Confident in getting around building

Perseveres

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Employers should have a Perkins Project With Industry and a Carroll Center for the Blind. Agency staff evaluate employee qualifications and computer skills, assess position adaptability, provide occupational rehabilitation engineering, and act as a liaison with the Commission for the Blind.

Research and Development Engineer

Blindness

D.O.T. #020.062-010

Company InformationCompany Name

Miles Laboratories, Inc.
Ames Division
430 South Beiger Street
Mishawaka, IN 46544

Description of Company

A large pharmaceutical firm specializing in a variety of health care products: Alka-Seltzer, One-a-Day vitamins, Glucometer, Bactine, Reagent Strips.

Number of Employees

12,000 total company
500 this site

For more information, contact

Paul Filpus
Research and Development Engineer
(219) 256-3488

Requirements of This JobAcademic Credentials Required

Bachelor's degree

Work Experience Required

None

Examinations Required

Physical

Other Job Requirements

Dress code

Job InformationWages

\$2,250 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Savings plan

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:45 a.m. to 4:30 p.m.

Work Setting

Office

Probationary Period

6 months

Employment History

14.5 years with company
3 years in this position

Narrative Description

Writes and debugs programs in FORTRAN and assembly languages for modeling and custom chip software; and documents programs according to company software specifications.

Physical Demands

90% sedentary, 10% light work

Physical Activities Performed

Sit, hear, finger dexterity

Environmental Conditions

None

Special Conditions

High level of stress (deadlines, etc.)

Work Group

Works alone, one-to-one, and in small group

Standard Training Period

None

Standard Amount of Direct Supervision

Moderate

Significant DutiesLeadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Analyze and synthesize information

Identify alternative approaches or solutions

Review progress periodically

Evaluate for accuracy and completeness

Correct deficiencies

Summarize and draw conclusions

Computer Tasks

Enter data into computers

Access data from computers

Perform word processing

Write programs

Mathematical Tasks

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Use numerical values from charts, diagrams, tables

Construct diagrams, charts, records using numerical calculations

Use formulas (translating, substituting values)

Writing Tasks

Write sentences in standard English

Organize, select, and relate ideas in writing

Produce intelligible written documents

Identify and correct errors in writing

Reading Tasks

Read simple directions

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Stay on the topic in job-related conversations

Report accurately what others have said

Give clear oral instructions and directions

Explain activities and ideas clearly

Manual Perceptual Tasks

Use keyboard skills

Special Considerations for This Worker

Limitations

Vision

Special Training

None

Job Accommodations

An Optacon, braille terminal and speech synthesizer provided by employer and various agencies to accommodate employee's communication skills (\$12,000).

Personal Strengths

Attendance record

Keyboarding skills

Perseverance in completing a job

Financial Incentives for Hiring

None

**Rodeo Bull Rider Trainee****Emotional Handicap**

D.O.T. #159.344-014

Company InformationCompany Name

Self-employed

Description of Company

Rodeo cowboy competing in professional rodeos.

Number of Employees

Varies by events (50-200 competitors per rodeo)

For more information, contact

Ronald C. Knauel

Job Preparation Coordinator
(602) 271-3292**Requirements of This Job**Academic Credentials Required

None

Work Experience Required

Bull riding competition experience preferred.

Examinations Required

Physical

Other Job Requirements

Age 16 minimum, uniform - cowboy, union membership, available to travel, pays entry fees per rodeo event

Job InformationWages

By event performance - prize money ranges from \$0 to \$1650 for each entry

Benefits

None

Work Schedule

Seasonal status

3 days practice a week, 3-1/2 - 7 hours a day

3:00 - 6:30 p.m. plus weekends

Work Setting

County fair arenas and rodeo arenas

Probationary Period

Amateur trainee status until age 20

Employment History

18 months in this position

Narrative Description

Trains, performs, and competes in various rodeo events including bull riding and calf roping.

Physical Demands

5% sedentary, 20% light work, 25% medium work, 50% heavy work

Physical Activities Performed

Push, pull, reach, run, climb, balance, stoop, kneel, crouch, crawl, sit, turn, see, color vision, depth perception, hear, sense of touch, adjusts physical strength (grip) based on changes in balance

Environmental Conditions

Hot, dry, dust, dirt, odors, noise, vibration, moving objects, cramped quarters, rope burns

Special Conditions

Precision/quality

High level of stress

High potential for physical injury

Work Group

Works alone

Standard Training Period

5 days per week during school year (continuous training)

Standard Amount of Direct Supervision

Minimal - parental

Rodeo Bull Rider Trainee

Emotional Handicap

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Identify alternative approaches or solutions

Review progress periodically (after each event)

Correct deficiencies

Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

None

Writing Tasks

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Talk

Use appropriate vocabulary and grammar (cowboy lingo)

Stay on the topic in job-related conversations

Give clear oral instructions and directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work (strength, grip)

Use job-specific hand tools and equipment (hand tools and equipment related to rodeo events)

Special Considerations for This Worker

Limitations

Acceptance of supervision, interactions with coworkers, writing, spelling, mathematics, working in a group, speaking, following spoken directions

Special Training

Bull ranch foreman provided special training (9 hrs/weekday and 16 hrs/weekend) to practice rodeo skills and expand event participation.

Job Accommodations

Counseling and guidance was provided by the school job preparation coordinator and counselors to improve the student/trainee's self concept, positive attitude toward school, getting along with others, completing homework and high school academic requirements, and school attendance (\$1500/year paid by school district).

Continual instruction and coaching provided by bull ranch foreman to accommodate student/trainee's need for support (no cost).

Family provided specialized bull riding equipment, transportation, and lodging for rodeo competitions. Father was a professional bull rider.

Personal Strengths

Need for independence
Pride in performing well
Family support
Desire and motivation to succeed
Identifies with Old West and the "rough and tumble" image of a cowboy

Financial Incentives for Hiring

None



Secretary

Visual Impairment

D.O.T. #201.362-030

Company Information

Company Name

The Guidance Clinic, Inc.
202 Graham Ave.
Eau Claire, WI 54701

Description of Company

An alcohol, drug abuse and
psychiatric treatment clinic.

Number of Employees

15 total company
15 this site

For more information, contact

Michael Weiser, Executive Director
(715) 832-3471

Requirements of This Job

Academic Credentials Required

High school diploma

Work Experience Required

Filing, typing and phone skills
preferred

Examinations Required

None

Other Job Requirements

Dress code

Job Information

Wages

\$5.10 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance

Work Schedule

Permanent status

Work Setting

Office

Probationary Period

6 months

Employment History

1.5 years with the company
8 months in this position

Narrative Description

Answers phone; operates computer
terminal to send information; and
delivers mail and other reports
to Department of Human Services.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, run, sit, turn, see, hear,
sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

High level of stress

Work Group

Small group

Standard Training Period

1 month

Standard Amount of Direct Supervision

Moderate

170

Secretary

Visual Impairment

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Computer Tasks

Enter data into computers

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+,-,x,/)

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Give clear oral instructions and directions

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Use job-specific hand tools and equipment (office tools and equipment)

Operate machine(s) (computer terminal, telephone system)

Use keyboard skills

Special Considerations for This Worker

Limitations

Acceptance of supervision, vision, legible writing

Special Training

None

Job Accommodations

None

Personal Strengths

Personable

Determined

Good sense of humor

Financial Incentives for Hiring

Job Training Partnership Act on-the-job training wage subsidy

Other Job Replication Factors

Additional typing and secretarial skills would increase work opportunities for people who are disabled.

Senior Drafter

**Polio - Congenital
Partial Paralysis of Arm and Leg**

D.O.T. #014.281-010

Company Information

Company Name

Electric Boat Division
General Dynamics Corporation
75 Eastern Point Road
Groton, CT 06340

Description of Company

Submarine construction, design,
and engineering contractor for
U.S. Navy.

Number of Employees

20,000 this site

For more information, contact

Peter J. Rumery, Chief of Design
(203) 441-8708

Requirements of This Job

Academic Credentials Required

High school diploma
Drafting in high school or
technical school

Work Experience Required

Preferred

Examinations Required

Physical, hearing, vision

Other Job Requirements

Age 18 minimum

Job Information

Wages

\$9.38 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Savings and stock purchase
programs

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting

Office

Probationary Period

90 days

Employment History

6 years with company
6 years in this position

Narrative Description

Develops orthographic drawings of
submarine piping systems and produces
computer generated graphic details of
piping diagrams.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, turn, see, color vision,
depth perception, hear, sense of
touch, finger dexterity

Environmental Conditions

None

Special Conditions

Precision/quality
High level of stress (deadlines)

Work Group

Works alone and in small group

Standard Training Period

On the job training

Standard Amount of Direct Supervision

Minimal

175

Senior Drafter

Polio - Congenital
Partial Paralysis of Arm and Leg

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks

Enter data into computers
Access data from computers

Mathematical Tasks

Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Construct diagrams, charts, records using numerical calculations
Make and use measurements
Use formulas (translating, substituting values)

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents

Reading Tasks

Identify work-related symbols/signs
Read technical information

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination
Use job-specific hand tools and equipment (drafting hand tools and equipment)
Use keyboard skills
Develop visual presentations

Special Considerations for This Worker
--

Limitations

Acceptance of supervision, climbing,
ladder use

Special Training

None

Personal Strengths

Desire to learn
Desire to advance in job

Financial Incentives for Hiring

None

Job Accommodations

Submarine construction site visits
assigned to coworkers and office
duties increased by employer to
accommodate employee's climbing
ability (no cost).

**Senior Reproduction Clerk****Deafness**

D.O.T. #976.361-010

Company InformationCompany Name

Martin Marietta Energy Systems, Inc.
Oak Ridge Gaseous Diffusion Plant
P.O. Box P
Oak Ridge, TN 37831

Description of Company

Primarily devoted to uranium enrichment

Number of Employees

Approximately 16,000 total company
Approximately 2,500 this site

For more information, contact

Dave Rupert
Affirmative Action Coordinator
(615) 624-9218

Requirements of This JobAcademic Credentials Required

GED

Work Experience Required

5 years experience or special training
Experience in the operation of variety of printing equipment

Examinations Required

Complete physical
Hearing
Vision

Other Job Requirements

None

Job InformationWages

Salaried (amount not provided)

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Personal Investment Account
Savings Plan, including options of PIA 401K

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:45 a.m. to 4:15 p.m.

Work Setting

Production (office)

Probationary Period

6 months

Employment History

8 years with company
8 years in this position

Narrative Description

Operates complex printing press equipment; processes halftones, color work, NCR forms, brochures, books, etc; and performs preventative maintenance.

Physical Demands

25% sedentary, 25% light work, 50% medium work

Physical Activities Performed

Push, pull, reach, stoop, kneel, crouch, sit, turn, see, color vision, depth perception, sense of touch, finger dexterity

Environmental Conditions

Dust, odors, noise, mechanical hazards, cramped quarters, electrical hazards, toxic conditions

Special Conditions

High rate of production
Precision/quality
High level of stress (deadlines, etc.)

Work Group

Large group

Standard Training Period

24 months

Standard Amount of Direct Supervision

Moderate

Senior Reproduction Clerk

Deafness

Significant Duties

Leadership/Administrative/Managerial

Provide leadership

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Analyze and synthesize information

Identify alternative approaches or solutions

Review progress periodically

Evaluate for accuracy and completeness

Correct deficiencies

Summarize and draw conclusions

Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Estimate quantities needed to do a job

Use numerical values from charts, diagrams, tables

Construct diagrams, charts, records using numerical calculations

Make and use measurements

Use formulas (translating, substituting values)

Writing Tasks

Write legibly

Complete forms accurately

Write sentences in standard English

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Follow intent of oral directions

Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Use job-specific hand tools and equipment

Tend machine(s)

Operate machine(s)

Set up machine(s)

Operate job-related power tool(s)

Special Considerations for This Worker
--

Limitations

Hearing, speaking, working alone

Special Training

None

Job Accommodations

Employee works with others present to accommodate emergency and safety procedures.

Personal Strengths

Attitude
Understanding direction
Knowledge

Financial Incentives for Hiring

None

Other Job Replication Factors

Deaf employees perform well in this environment.

Service Coordinator

Learning Disability - Dyslexia

D.O.T. #187.167-214

Company Information

Company Name

Upjohn Health Care Services
2024 West Henrietta Road
Suite 5D
Rochester, NY 14623

Description of Company

Provides in-house health care services to acute and chronically ill clients.

Number of Employees

120 this site

For more information, contact

Patricia LaMonte, R.N. Manager
(716) 475-1500

Requirements of This Job

Academic Credentials Required

Higher education beneficial but not required

Work Experience Required

Health care experience preferred.

Examinations Required

None

Other Job Requirements

On call
Dress code

Job Information

Wages

\$6.00 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Worker's compensation
Unemployment compensation
Medical insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting

Office

Probationary Period

3 months

Employment History

5.5 months with company
5.5 months in this position

Narrative Description

Coordinates in-home services between client and home health aide, including: communicates by telephone with contracting agencies; completes verbal and written communication to on call and nursing supervisors; audits aide/client time slips; performs problem solving with aide and client; and participates in client/aide conferences.

Physical Demands

100% sedentary

Physical Activities Performed

Sit, see, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Distracting conditions
High level of stress

Work Group

Works alone and in small group

Standard Training Period

3-6 months

Standard Amount of Direct Supervision

Moderate

Service Coordinator

Learning Disability - Dyslexia

Significant Duties

Leadership/Administrative/Managerial

- Implement company policies
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of home health workers
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Audit time slips

Writing Tasks

- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Maintain accurate dispatch records

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups/individuals

Manual Perceptual Tasks

- Eye-hand coordination
- Use job-specific hand tools and equipment (office tools and equipment)
- Operate machine(s) (telephone, tape recorder)

Special Considerations for This Worker

Limitations

Low frustration tolerance, self-confidence in performing job, writing, spelling

Special Training

The manager provided daily or as needed special training covering payroll and billing, client/aide coordination, and contract communications. Materials used included resource manuals and existing operational systems.

Job Accommodations

Additional daily monitoring provided by coordinator to accommodate employee's need for supervision (no cost).
Tape recorder used by employee to dictate reports. Coworker transcribes reports to accommodate employee's disability (no cost).
Daily individual counseling provided by Rochester Association for the Learning Disabled to accommodate employee's need for support.
Reassurance by employer of worker's job skills overcame employee's lack of confidence and physical illness.

Personal Strengths

Perseveres
Motivated
Determined

Financial Incentives for Hiring

None

Other Job Replication Factors

Use patience, additional supervision and support, and daily individual counseling by outside resources to help employees reach their full potential.

**Shop Laborer/Pallet Maker****Mental Retardation**

D.O.T. #760.684-014

Company InformationCompany Name

Northwest Lumber Company
P.O. Box 146
Lebanon, OR 97355

Description of Company

Manufactures a variety of wood products.

Number of Employees

12 total company
5 this site

For more information, contact

Joe Carlos, President
(503) 259-2411

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

Knowledge of general woodworking procedures and equipment preferred.

Examinations Required

None

Other Job Requirements

None

Job InformationWages

\$3.75 per hour

Benefits

None

Work Schedule

Permanent status
4 days a week, 10 hours a day
6:00 a.m. to 4:30 p.m.

Work Setting

Wood fabrication factory

Probationary Period

30 days

Employment History

1.5 years with company
1.5 years in this position

Narrative Description

Constructs wooden pallets of various sizes; and checks product quality and production requirements of pallets.

Physical Demands

25% light work, 75% medium work

Physical Activities Performed

Push, pull, reach, stoop, turn, see, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions

Dust, noise, mechanical hazards

Special Conditions

None

Work Group

Small group

Standard Training Period

10 days

Standard Amount of Direct Supervision

Moderate

Shop Laborer/Pallet Maker

Mental Retardation

Significant Duties

Leadership/Administrative/Managerial

Provide leadership

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Identify alternative approaches or solutions

Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Estimate quantities needed to do a job

Make and use measurements

Writing Tasks

Write legibly

Complete forms accurately

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Use job-specific hand tools and equipment (woodworking hand tools)

Operate machine(s) (airstaple gun; nail gun; numerous saws)

Set up machine(s)

Operate job-related power tool(s) (airstaple gun; nail gun; numerous saws)

Special Considerations for This Worker

Limitations

Low frustration tolerance, acceptance of supervision, interactions with co-workers, reading, writing, spelling, mathematics, remembering

Special Training

Supervisor provided initial training during 30 day probationary period.

Employee entered permanent employment upon completion of the special training.

Job Accommodations

None

Personal Strengths

Responsible

Obtains approval from coworkers and supervisors

Enjoys team effort in job performance

Financial Incentives for Hiring

None

**Shrink Wrap Operator****Personality Disorder (Organic);
Mental Retardation - Mild**

D.O.T. #920.685-078

Company InformationCompany Name

K & L Distributors, Inc.
6307 Artic Spur Road
Anchorage, AK 99518

Description of Company

Warehouse distributing alcoholic and
non-alcoholic beverages.

Number of Employees

275 total company
100 this site

For more information, contact

Cathy Bertolini
Supported Work Project Manager
(907) 279-6617

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Age 21 minimum
Bondable

Job InformationWages

\$4.50 per hour

Benefits

Paid holidays
Worker's compensation
Additional benefits if more than
30 hours worked per week:
Paid vacation
Paid sick days
Pension
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule

Seasonal status
5 days a week, 4-8 hours a day
8:00 a.m. to 2:30 or 4:30 p.m.

Work Setting

Warehouse

Probationary Period

3 months

Employment History

5 weeks with company
5 weeks in this position

Work Group

Works alone and in small group

Narrative Description

Removes product from box; cuts box
down to tray size with box cutter;
prepares product for shrink wrapping
(sets up 2-6 packs of soda or
assembles a rainbow pack); shrink
wraps product in new package;
performs quality control; and stacks
finished product on pallet according
to customer and product
specifications.

Physical Demands

100% light work

Physical Activities Performed

Push, pull, reach, balance, stoop,
turn, see, color vision, sense of
touch, finger dexterity, stand

Environmental Conditions

Cold, dust, odors, noise, inadequate
lighting, moving objects, burns
(minor), sharp objects

Special Conditions

High rate of production at times
Distracting conditions
Variable production flow

Standard Training Period

5 days

Standard Amount of Direct Supervision

Moderate

Shrink Wrap Operator

**Personality Disorder (Organic);
Mental Retardation - Mild**

Significant Duties

Leadership/Administrative/Managerial

None

Writing Tasks

None

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Quality control

Reading Tasks

Identify work-related symbols/signs

Communication Tasks

Listen
Follow intent of oral directions
Talk
Stay on the topic in job-related conversations

Computer Tasks

None

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (box cutter)
Tend machine (shrink wrap machine)
Operate machine (shrink wrap machine)
Set up machine (shrink wrap machine)

Mathematical Tasks

Count
Understand order (e.g., first, second, last)

Special Considerations for This Worker

Limitations

Low frustration tolerance, interactions with coworkers, reading, writing, spelling, mathematics

Special Training

Special individual training provided by job coach for 7 weeks. Employee may enter permanent employment and receive a wage increase at the end of the probationary period.

Job Accommodations

Job placement and coaching provided by agency supported work project staff to accommodate employee's need for job support (2 hrs placement, 7-9 wks coaching).

Followup services provided by agency supported work staff to ensure employee's job success (minimum 1-3 hrs/mo).

Adequate lighting and heat installed by employer to accommodate employee's physical worksite needs.

Personal Strengths

Works independently
Produces at 50-75% of company standard
Recognizes needs and seeks assistance appropriately

Financial Incentives for Hiring

Job Training Partnership Act funds and Targeted Jobs Tax Credit

Other Job Replication Factors

Make sure your workers are compatible with the job and coworkers.

**Splice/Service Technician****Learning Disability - Dyslexia**

D.O.T. #822.281-022

Company InformationCompany Name

New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company

Telecommunication products and services.

Number of Employees

28,000 total company
175 this site

For more information, contact

John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Requirements of This JobAcademic Credentials Required

High school diploma

Work Experience Required

Electrical background required.

Examinations Required

None

Other Job Requirements

Driver's license
Union membership
On call

Job InformationWages

\$15.69 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%

Work Schedule

Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:30 p.m.

Work Setting

Outdoors, inside buildings and homes, on telephone poles, underground manholes.

Probationary Period

6 months

Employment History

14 years with company
18 months in this position

Standard Training Period

10 days

Standard Amount of Direct Supervision

None

Narrative Description

Receives information for service calls; contacts customers needing telephone service; drives service van to repair area; and analyzes, isolates, and solves customer complaints.

Physical Demands

10% light work, 50% medium work, 40% heavy work

Physical Activities Performed

Push, pull, reach, climb poles and ladders, balance, stoop, kneel, crouch, crawl, sit, turn, see, color vision, depth perception, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions

Hot, cold, humid, dry, wet, dust, dirt, odors, noise, mechanical hazards, moving objects, cramped quarters, high places, electrical hazards, explosives

Special Conditions

High rate of production
Precision/quality
Distracting conditions
High level of stress

Work Group

Works alone

Splice/Service Technician

Learning Disability - Dyslexia

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Implement company policies
- Specify goals and work tasks of others
- Represent the company at internal functions
- Represent the company at external functions
- Dispatch work crews when supervisor is absent

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

- Enter data into computers
- Access data from computers

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Make and use measurements

Writing Tasks

- Copy accurately
- Write legibly
- Complete forms accurately
- Organize, select, and relate ideas in writing

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (telephone repair hand tools and equipment)
- Operate machine(s) (telephone repair machinery)
- Operate job-related power tool(s) (drills)
- Use keyboard skills

Special Considerations for This Worker

Limitations

Reading, following written directions

Special Training

Ongoing special training on safety and job skill knowledge was provided by the plant trainers and supervisor. Written training materials were recorded on tape by the Recordings for the Blind agency.

Job Accommodations

Written work materials taped on tape recorder provided by employer to accommodate employee's reading ability (\$400).

Personal Strengths

Positive attitude

Good attendance

Perseveres

Alert and aware on the job

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Be open-minded; obtain upper management support; and provide awareness training for employees and management team.

Splice/Service Technician

Multiple Sclerosis

D.O.T. #822.281-022

Company Information

Company Name

New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company

Telecommunication products and services.

Number of Employees

28,000 total company
60 this site

For more information, contact

John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Requirements of This Job

Academic Credentials Required

High school diploma

Work Experience Required

Company training

Examinations Required

Physical, hearing

Other Job Requirements

Driver's license
Union membership
Bondable

Job Information

Wages

\$17.06 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%
Savings plan

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting

Office

Probationary Period

6 months

Employment History

22 years with company
19 years in this position

Narrative Description

Receives equipment needing repairs from field workers; and tests, sorts, analyzes, repackages, reissues, and returns equipment to inventory.

Physical Demands

50% sedentary, 50% light work

Physical Activities Performed

Push, pull, reach, stoop, sit, turn, see, color vision, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions

None

Special Conditions

Precision/quality

Work Group

Works alone

Standard Training Period

Variable and ongoing

Standard Amount of Direct Supervision

Minimal

Splice/Service Technician

Multiple Sclerosis

Significant Duties

Leadership/Administrative/Managerial

Implement company policies

Problem Solving/Reasoning Tasks

Determine own work activities

Recognize and use appropriate procedures

Conduct work activities in appropriate sequence

Obtain resources needed to carry out work

Recognize the effects of changing quantity or quality of materials

Collect and organize information

Analyze and synthesize information

Identify alternative approaches or solutions

Review progress periodically

Devise new ideas and better work methods

Computer Tasks

Enter data into computers

Access data from computers

Mathematical Tasks

Count

Understand order (e.g., first, second, last)

Understand concepts of greater than and less than

Handle basic calculations (+, -, x, /)

Estimate quantities needed to do a job

Writing Tasks

Copy accurately

Write legibly

Complete forms accurately

Write sentences in standard English

Organize, select, and relate ideas in writing

Produce intelligible written documents

Reading Tasks

Identify work-related symbols/signs

Read simple directions

Read technical information

Communication Tasks

Listen

Follow intent of oral directions

Talk

Speak clearly

Use appropriate vocabulary and grammar

Stay on the topic in job-related conversations

Report accurately what others have said

Give clear oral instructions and directions

Explain activities and ideas clearly

Effectively present information to groups

Manual Perceptual Tasks

Eye-hand coordination

Hand work

Construct, fabricate or assemble materials

Use job-specific hand tools and equipment (hand tools, data tester)

Operate machine(s) (transmission and volt-ohm test equipment)

Use keyboard skills

Special Considerations for This Worker

Limitations

Lifting, carrying, standing, walking,
limited stamina, mobility

Special Training

Special training at company school on
Data Basic Transmission Fundamentals and
Special Services Circuits provided on an
ongoing basis. Employee received a
certificate and wage increase upon
completion of the special training.

Job Accommodations

Job restructured by employer to exclude
field calls to accommodate employee's
mobility.

Personal Strengths

Works well alone
Good problem-solving skills

Financial Incentives for Hiring

Targeted Jobs Tax Credit

Other Job Replication Factors

Obtain upper management support; be
open-minded; provide awareness
training for employees and management
team.

**Subcontract Specialist****Blindness - Legal**

D.O.T. #162.117-018

Company InformationCompany Name

National Industries for the Blind
524 Hamburg Turnpike
Wayne, NJ 07470

Description of Company

National non-profit agency for workshops for the blind under Public Law 92-28 Javits Wagner O'Day Program (JWOD). The agency allocates contracts and provides technical assistance and training to associated workshops.

Number of Employees

99 total company
33 this site

For more information, contact

Robert K. Hanye
Administrator - Rehabilitation
Services
(201) 595-9200

Requirements of This JobAcademic Credentials Required

Master's degree

Work Experience Required

Marketing, pricing, costing, and business administration

Examinations Required

None

Other Job Requirements

Dress code
Must be able to travel

Job InformationWages

Information considered
confidential

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Tax Deferred Annuity

Work Schedule

Permanent status
5 days a week, 7 hours a day
9:00 a.m. to 5:00 p.m.

Work Setting

Office and workshop sites

Employment History

3 years with company
1 year in this position

Narrative Description

Coordinates business relationships between contractors and workshops for products and services.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, turn, hear, sense of touch, finger dexterity

Environmental Conditions

Extensive travel throughout the country

Special Conditions

None

Work Group

Works alone, one-to-one, and in small and large groups

Standard Training Period

Not applicable beyond training given any new employee.

Standard Amount of Direct Supervision

Moderate

Probationary Period

None

Subcontract Specialist

Blindness - Legal

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Implement company policies
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks

- Enter data into computers
- Access data from computers

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)

Writing Tasks

- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks

- Use keyboard skills
- Develop visual presentations

Special Considerations for This Worker

Limitations

Vision

Special Training

Supervisor provides standard training.

Job Accommodations

Individual lighting, raised reading table, and low vision aids including magnifiers were installed by employer to accommodate employee's vision (\$100).

An enlarged computer screen system was installed by employer to assist numerous employees who are blind (\$200 each).

Taxicabs and limousines are used for on the job travel to accommodate employee's driving ability.

Assistance in locating housing on public bus routes provided by employer to accommodate employee's transportation needs.

Personal Strengths

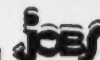
Dedicated to the employer and job
Seeks accommodations when needed
Functions as a team member

Financial Incentives for Hiring

None

Other Job Replication Factors

Employer should allow for individual accommodations. Simple and inexpensive lighting and color modifications should be considered by the employer.

**Taxpayer Service Representative****Cerebral Palsy**

D.O.T. #237.367-022

Company InformationCompany Name

Internal Revenue Service
517 East Wisconsin Avenue
Milwaukee, WI 53201

Description of Company

Federal agency administrating
federal tax program

Number of Employees

800 total company
450 this site

For more information, contact

Mark K. Laing
Challenged Program Manager
(414) 291-1741

Requirements of This JobAcademic Credentials Required

High school diploma
Passing the course given by the IRS

Work Experience Required

Prior telephone communications
experience preferred.

Examinations Required

None

Other Job Requirements

Dress code
Good communication techniques

Job InformationWages

\$11.00 per hour

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule

Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 4:30 p.m.

Work Setting

Office

Probationary Period

None

Employment History

5 years with company
3 months in this position

Narrative Description

Answers telephone questions by
taxpayers regarding taxes; and
conducts extensive tax research.

Physical Demands

100% sedentary

Physical Activities Performed

Reach, sit, see, hear, sense of
touch, finger dexterity

Environmental Conditions

None

Special Conditions

High rate of production

Work Group

Large group

Standard Training Period

30 days

Standard Amount of Direct Supervision

Minimal

197

Taxpayer Service Representative

Cerebral Palsy

Significant Duties

Leadership/Administrative/Managerial

Provide leadership
Implement company policies
Represent the company at external functions

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work (very important)
Collect and organize information
Analyze and synthesize information

Computer Tasks

None

Mathematical Tasks

None

Writing Tasks

Write legibly
Complete forms accurately

Reading Tasks

Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks

Listen - extremely important
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks

Use job-specific hand tools and equipment (telephone system)
Operate machine(s) (telephone system)

Special Considerations for This Worker

Limitations

Acceptance of supervisors, lifting, carrying, pushing, pulling, kneeling, squatting

Special Training

Classroom instructors and job coach provided instruction on new tax laws and on-the-job training during 6 week standard training period. Employee received certificate upon completion of the standard training.

Job Accommodations

None

Personal Strengths

Positive attitude
Grasps information quickly
Good communication skills

Financial Incentives for Hiring

None

Teacher of Visually Impaired

Blindness - Legal

D.O.T. #094.227-014

Company InformationCompany Name

Revere School Department
 Revere High School
 Revere, MA 02151

Description of Company

A public senior high school

Number of Employees

450 total company (estimate)

For more information, contact

Olivia Ferrante, Teacher
 (617) 284-1135

Requirements of This JobAcademic Credentials Required

Master's degree
 Massachusetts teaching license

Work Experience Required

Educational experience with
 visually impaired preferred

Examinations Required

Physical

Other Job Requirements

Civil Service exam

Job InformationWages

\$2,500 per month

Benefits

Paid vacation
 Paid sick days
 Pension
 FICA
 Worker's compensation
 Medical insurance
 Life insurance

Work Schedule

Permanent status
 5 days a week, 6 hours a day
 8:00 a.m. to 2:00 p.m.

Work Setting

School

Probationary Period

3 years

Employment History

14 years with company
 14 years in this position

Narrative Description

Teaches visually impaired children (ages 3-22) skills (i.e., Braille, typing, listening skills) necessary for school success; orders special materials; and tutors in subject areas.

Physical Demands

50% sedentary, 10% light work,
 20% medium work, 20% heavy work

Physical Activities Performed

Push, pull, reach, stoop, sit,
 see, color vision, hear, sense of
 touch, finger dexterity

Environmental Conditions

None

Special Conditions

None

Work Group

One-to-one

Standard Training Period

On the job classroom experience

Standard Amount of Direct Supervision

Minimal

Significant Duties

Leadership/Administrative/Managerial

Implement school policies
 Represent the school at external functions
 Attend meetings

Problem Solving/Reasoning Tasks

Determine own work activities
 Recognize and use appropriate procedures
 Conduct work activities in appropriate sequence
 Obtain resources needed to carry out work
 Collect and organize information
 Identify alternative approaches or solutions
 Review progress periodically
 Evaluate for accuracy and completeness
 Correct deficiencies
 Devise new ideas and better work methods

Computer Tasks

None

Mathematical Tasks

Count
 Understand order (e.g., first, second, last)
 Understand concepts of greater than and less than
 Handle basic calculations (+, -, x, /)
 Use numerical values from charts, diagrams, tables
 Teach arithmetic

Reading Tasks

Identify work-related symbols/signs
 Read simple directions
 Read technical information

Writing Tasks

Copy accurately
 Write legibly
 Complete forms accurately
 Write sentences in standard English
 Organize, select, and relate ideas in writing
 Produce intelligible written documents
 Identify and correct errors in writing
 Write student progress reports
 Teach handwriting

Communication Tasks

Listen
 Follow intent of oral directions
 Talk
 Speak clearly
 Use appropriate vocabulary and grammar
 Stay on the topic in job-related conversations
 Report accurately what others have said
 Give clear oral instructions and directions
 Explain activities and ideas clearly
 Effectively present information to groups
 Teach communication and listening skills
 Communication by phone

Manual Perceptual Tasks

Eye-hand coordination
 Hand work
 Use job-specific hand tools and equipment (instructional tools and equipment)
 Operate machine(s) (typewriter, braille, telephone system)
 Use keyboard skills
 Develop visual presentations

Special Considerations for This Worker

Limitations

Driving

Special Training

None

Job Accommodations

Braille and typewriter provided by school to assist employee's teaching and communications with students and staff.

Transportation to work provided by parent to accommodate employee's ability to drive.

Personal Strengths

Understands students

Identifies with students

Good role model, having attended public school

Financial Incentives for Hiring

None

Other Job Replication Factors

A visually impaired person must have good mobility skills within work environment.

**Vice President****Learning Disability**

D.O.T. #189.117-034

Company InformationCompany Name

Park Moving and Storage Company
P.O. Box 666
Aberdeen, MD 21001

Description of Company

Moving and storage of used household
goods and computers.

Number of Employees

30 total company
30 this site

For more information, contact

Mark Derbyshire
(301) 272-4466

Requirements of This JobAcademic Credentials Required

Bachelor's degree

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Dress code

Job InformationWages

\$2,500 per month

Benefits

Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance
Company vehicle

Work Schedule

Permanent status
6 days a week, 8.5-10 hours a day
7:30 a.m. to 6:00 p.m.

Work Setting

Office

Probationary Period

None

Employment History

8 years with company
3 years in this position

Narrative Description

Processes insurance claims; analyzes
legal issues; develops company
policies; and performs other
administrative duties.

Physical Demands

90% sedentary, 10% light work

Physical Activities Performed

Sit, turn, see, hear, sense of touch,
finger dexterity

Environmental Conditions

None

Special Conditions

High level of stress

Work Group

One-to-one

Standard Training Period

4 months

Standard Amount of Direct Supervision

Minimal

Vice President

Learning Disability

Significant Duties

Leadership/Administrative/Managerial

- Provide leadership
- Develop company policies
- Implement company policies
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks

- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Mathematical Tasks

- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)
- Prepare budgets

Writing Tasks

- Organize, select, and relate ideas in writing

Reading Tasks

- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks

- Listen
- Talk
- Speak clearly
- Use appropriate vocabulary
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

Manual Perceptual Tasks

- Use keyboard skills

Computer Tasks

- Enter data into computers

Special Considerations for This Worker

Limitations

Reading, writing, spelling, speaking

Special Training

Supervisor provided initial 4 month special training on insurance and legal procedures using company manuals and case studies.

Job Accommodations

None

Personal Strengths

Determined

Intelligent

Willing to perform job duties

Financial Incentives for Hiring

None



Waiter/Waitress

Mental Retardation - Mild

D.O.T. #311.477-030

Company Information

Company Name

National Pizza Company dba Pizza Hut
Highway 45 South
Selmer, TN 38375

Description of Company

Restaurant serving a variety of
menu items.

Number of Employees

20 this site

For more information, contact

Don W. Wolfe, Manager
(901) 645-3261

Requirements of This Job

Academic Credentials Required

High school diploma

Work Experience Required

None

Examinations Required

None

Other Job Requirements

Uniform
Dress code

Job Information

Wages

\$3.35 per hour

Benefits

Paid vacation
FICA
Worker's compensation
Unemployment compensation
Stock purchase

Work Schedule

Permanent status
5 days a week, 6 hours a day
Time of work varies
Rotating shifts

Work Setting

Restaurant

Probationary Period

90 days

Employment History

7 months with company
5 months in this position

Narrative Description

Performs variety of duties in
restaurant operation including:
prepares food items; cleans; greets
and seats customers; waits on tables;
takes telephone orders; sets up salad
bar; makes coffee; operates dish-
washer; and maintains kitchen and
dining areas.

Physical Demands

5% sedentary, 20% light work,
75% medium work

Physical Activities Performed

Push, pull, reach, balance, kneel,
turn, see, color vision, hear,
sense of smell, sense of taste,
sense of touch, finger dexterity

Environmental Conditions

Noise, mechanical hazards, burns

Special Conditions

Precision/quality
Human relations

Work Group

Small group

Standard Training Period

90 days

Standard Amount of Direct Supervision

Minimal

Waiter/Waitress

Mental Retardation - Mild

Significant Duties

Leadership/Administrative/Managerial

Implement company policies
Represent the company at internal functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Identify alternative approaches or solutions
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Calculate costs
Use numerical values from charts, diagrams, tables
Make and use measurements
Use formulas (translating, substituting values)

Writing Tasks

Copy accurately
Write legibly
Complete forms accurately
Organize, select, and relate ideas in writing
Produce intelligible written documents

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Explain activities and ideas clearly

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (knives, choppers, slicer)
Operate machine(s) (dishwasher, coffee maker)
Set up machine(s)

Special Considerations for This Worker
--

Limitations

Low frustration tolerance, interactions with coworkers, writing, speaking

Special Training

Job trainer from Adult Activity Center provided special training to introduce new tasks as needed. Company policy guidelines and training manuals are used in the special training. Employee entered permanent employment upon completion of the special training.

Job Accommodations

Work assignments and expectations gradually increased by employer and job coach to have employee accept more job responsibility.

Daily monitoring and feedback provided by employer and job coach to assist employee in maintaining appropriate personal hygiene.

Personal Strengths

Willing to learn
Accepts changes in duties
Desire to improve self

Financial Incentives for Hiring

Targeted Jobs Tax Credit

**Window Washer****Mental Retardation**

D.O.T. #389.687-014

Company InformationCompany Name

Granit Hotel
Granit Road
Kerhonkson, NY 12446

Description of Company

Hotel

Number of Employees

250+ total company
50 this department

For more information, contact

Dora Lynch, Executive Housekeeper
(914) 626-3141 Ext. 7

Requirements of This JobAcademic Credentials Required

None

Work Experience Required

Preferred

Examinations Required

None

Other Job Requirements

None

Job InformationWages

\$3.75 per hour

Benefits

Paid vacation*
Paid sick days*
FICA
Worker's compensation
Unemployment compensation
*After 1 year

Work Schedule

Permanent status
6 days a week, 7.5 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting

Hotel

Probationary Period

None

Employment History

1 month with company
1 month in this position

Narrative Description

Washes windows throughout the hotel.

Physical Demands

100% light work

Physical Activities Performed

Push, pull, reach, climb, balance, stoop, kneel, crouch, sit, turn, see, depth perception, sense of touch, finger dexterity

Environmental Conditions

Hot, cold, humid, wet, dust, dirt, odors, noise, cramped quarters, high places

Special Conditions

Distracting conditions

Work Group

Works alone

Standard Training Period

5 days

Standard Amount of Direct Supervision

Moderate

Window Washer

Mental Retardation

Significant Duties

Leadership/Administrative/Managerial

None

Problem Solving/Reasoning Tasks

Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Evaluate for accuracy and completeness
Correct deficiencies

Computer Tasks

None

Mathematical Tasks

Understand order (e.g., first, second, last)
Estimate quantities needed to do a job

Writing Tasks

None

Reading Tasks

Identify work-related symbols/signs
Read simple directions

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Stay on the topic in job-related conversations
Report accurately what others have said

Manual Perceptual Tasks

Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (squeeze, ladders, blades, screwdrivers, pliers and other hand tools and equipment)

Special Considerations for This Worker

Limitations

Interactions with coworkers, distractibility, writing, spelling, mathematics, working in a group, remembering, following spoken directions, following written directions, allergies

Special Training

Supervisor provided initial special training on tool use.

Job Accommodations

Counseling and follow-up services provided as needed by the Association for Retarded Citizens Agency to accommodate employee's need for support.

Daily transportation to and from work provided by the Association for Retarded Citizens Agency to accommodate employee's transportation needs.

Personal Strengths

Good attendance
Capable of performing tasks
Accepts supervision

Financial Incentives for Hiring

None

Other Job Replication Factors

Employers should provide support and allow time for learning job skills and it will probably work out in your best interest.

Section III

Marketing Yourself: Strategies For Job Seekers



MARKETING YOURSELF: STRATEGIES FOR JOB SEEKERS

Introduction

The employment process you will experience is more than the initial task of "getting a job." Employment involves recruiting, interviewing, hiring, orienting, training, supervising, evaluating, promoting, and, sometimes, firing (Jamison, 1976). Currently, the average person will change careers at least 3 times and change jobs 6 times in their lifetime (Block, 1987). Once an employment position is obtained you must continue marketing yourself as you advance within the company or move on to other employment.

In a national survey conducted by Harris(1986) for the International Center for the Disabled two-thirds of the persons with disabilities between ages 16 and 64 were identified as still not working. There is a need for persons with disabilities to learn job seeking strategies to obtain and improve employment (see Figure 1). The first job you have will seldom be your last. As a job seeker with a disability you must be successful in marketing yourself.

This chapter will discuss each stage of employment by presenting a general description, specific strategies and employer comments. Information is presented from employers, service providers, educators, and employees with a disability who have produced self-marketing materials, commented on the employment process, or participated in the project on Replicating Jobs in Business and Industry for Persons with Disabilities. This chapter is directed towards the individual with a disability seeking a job, but can be adapted by service providers and educators. Section Four of Jobs Volumes One through Four describes additional resources on specific stages of the job seeking process.

Figure 1

Employer Comments on Hiring Persons with Disabilities

Employers are not interested in hiring the disabled, but in hiring people who can do the job. The increasing shortage of qualified workers is prompting many companies to increase pay and benefits to reduce turnover. The impact for persons with disabilities is that there is less competition than in the past, and more jobs pay higher than minimum wages (*President's Committee on Employment of the Handicapped, November 1987*).

Business is not looking to hire the handicapped person in a wheelchair to give the company a good image (*Woodies Department Store, November 1987*).

The disabled are the highest unemployed and best educated minority group in the country (*Milt Wright & Associates, Inc., December 1987*).

Personal Marketing Plan

In seeking a job persons who are best at marketing themselves usually are hired first. Strategies should be developed to locate employment, interview with the appropriate employer and obtain employment. To organize your efforts to develop job seeking strategies a Personal Marketing Plan is presented in Figure 2.

This plan can be used as a guide in locating, accepting, and improving employment. There are two sections of the plan, pre-employment skills and post-employment skills. Each section is related to parts of this chapter, and follows the same sequence. Read through the Personal Marketing Plan before continuing in the chapter. It will show you the topics that will be presented in detail. After reading the chapter use the plan to record information to market yourself. Copies of the plan should be used each time you begin the job seeking process.

Recording Expenses

Record your expenses as you seek employment, noting the type of expense and amount. Printing fees, travel to interviews, telephone calls to employers, materials purchased and other job seeking expenses may be deductible on your federal income tax. Internal Revenue Service Publication 907, Tax Information for Handicapped and Disabled Individuals, describes deductible expenses and conditions. Contact the Internal Revenue Service for ordering information.

Self Appraisal

Many people obtain a job for the wrong reasons and become unhappy, bored, or angry with their work. People often accept a certain job because of related school success, pressure from parents or friends, convenience, financial needs, or academic achievement. None of these reasons will help you identify a job that you can enjoy. In order to feel personal success in a job first identify what you do well and why you enjoy doing it. Then you can look for a job that uses your abilities and interests. A self-appraisal of your abilities and interests should be your first step in marketing yourself. You must know your "product." Refer to Figure 3 for examples of employee strengths valued by employers.

There are several aptitude exams and interest inventories that may be used to determine your potential job choices. Be sure any exam you take is

My ideal job will be:

Description

Results

- | | | | |
|----|--|--|--|
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |
| 5. | | | |
| 6. | | | |

EMPLOYER CONTACT FILE ORGANIZED (company name and address, contact person and title, phone number)

RESUME (final copies made and ready to be used)

INFORMATION FOR APPLICATION FOR EMPLOYMENT (names, dates, addresses, salaries, phone numbers)

LETTER OF APPLICATION (correct format, style in rough drafts)

SAMPLES OF PREVIOUS WORK

REFERENCES (letters, permission obtained, telephone numbers)

INTERVIEW READINESS CHECK (appearance, wardrobe, breath, etc.)

COMPANY RESEARCH COMPLETED

THANK-YOU NOTES (supply of paper, envelopes, stamps, examples)

LOG OF EXPENSES FOR IRS

Timetable of Employer Contacts

Dates Completed

Employer and Contact Person

Employer Researched
Initial con

Initial contact

Resume

Interview

Thank-you

Follow-up

Results

Figure 2, contd.
Personal Marketing Plan
Post-Employment

JOB TITLE: _____
 DUTIES: _____
 WAGES/BENEFITS: _____
 WORK SCHEDULE: _____
 PROBATIONARY PERIOD: _____
 ORIENTATION: Date: _____ Describe: _____

Forms/Exams	Date Completed

ACCOMMODATIONS: Description, Person Responsible	Date Discussed	Date Completed

STANDARD TRAINING: Description, Results	Date Started	Date Completed

SPECIAL TRAINING: Description, Results	Date Started	Date Completed

OTHER INFORMATION: _____

Name of supervisor to ask for help on job duties: _____

Name of someone outside the company to ask questions of: _____

Location of written job information or company handbook: _____

GOAL SETTING: After working here _____, I will be able to _____.
(time) (new or improved skills)
This goal will happen because _____, and will be evaluated
(plan of action)
_____.
(time)

EVALUATIONS BY EMPLOYER: Date: _____ Describe: _____

WORK SELF-EVALUATION: Describe Progress Towards Goal

After two weeks, _____
 After six months, _____
 After one year, _____
 Has my initial goal been met? _____ What changes or new goals should I try? _____

Figure 3
Characteristics of Successful Employees

Top 10 Strengths of Employees with a Disability Volumes 1-4	Top 8 Qualities of Employees
1. Ability to get along well with others	1. Follows directions
2. Ability to stay on task	2. Completes tasks unassisted
3. Ability to take direction and criticism	3. Arrives on time
4. Willingness to work	4. Shows self-control
5. Consistent attendance	5. Takes responsibility
6. Dependability	6. Shows respect for equipment
7. Communication skills	7. Shows respect for others
8. Willingness to learn	8. Accepts criticism
9. Appropriate attitude	
10. Motivation	

*(Replicating Jobs for Persons with Disabilities
in Business and Industry, 1985-1988)*

(Job Service, 1987)

explained in detail. A listing of your abilities does not show which abilities you really enjoy using. An interest survey does not assess your abilities for specific jobs. You must identify the relationship between your interests and abilities before seeking a job.

The following describes a self-appraisal exercise you could use. Think of something you made or did that was enjoyable to complete. It may have been related to work, school, a hobby or interest. Record the activity on paper or a tape recorder. Be sure to include details, describing the problem or situation, your actions, and the results. Get help from a friend or relative if necessary, and repeat the process until you have seven "mini success stories."

Now look at these seven stories and identify specific skills used in each situation. Record the skills by grouping them into three types: skills used with people, skills used with information or knowledge, and skills used with things.

After identifying the skills used in these enjoyable situations you can develop your ideal job description. Go through your lists of skills and choose those skills that you most enjoy using. Think about what you would produce using those skills, and whether it's related to a product, service, or

information. Describe the work you would enjoy doing and the specific skills you would use. An example would be: "I want to work with people in a small group using my skill in assembling parts for an electronics company." You can then explore jobs that are similar to your ideal. For more detail on identifying your skills refer to the book What Color is Your Parachute? (Bolles, 1988), described in Section Four of this book.

Refer to Section Two of Jobs Volumes One through Four for examples of jobs using your skills. The Narrative Description and Significant Duties sections of each job lists the skills used most often. This information can help you identify your ideal job.

Job Sources

To begin locating information on specific jobs use both public notices and personal contacts. See Figure 4 for a listing of possible resources. The newspaper job advertisements are only one public notice source. Ask your public library staff for information on local employers and jobs in which you are interested. The library contains reference books that describe job duties

Figure 4
Resources to Locate Jobs

Help wanted ads in newspapers	Small Business Association
Telephone directories (Yellow Pages)	Better Business Bureau
Placement Offices	Private Employment Agencies
Job Service	Business Establishments
Friends and Relatives	Civil Service Announcements
Professionals	Labor Union Halls
Professional or Trade Associations	School and College Placement Offices
State Manufacturer's Index	Storefront Signs
Library	Community Job Placement Agencies
Periodicals and magazines	Vocational Teachers
Bulletins	Vocational Rehabilitation Counselors
Volunteer work contacts	Interdenominational Church Council
Job Clubs and Support Groups	Industrial Directories and Information Pamphlets
Women's Organizations	Advertising Agency Listings
TV or Radio job listings	Door-to-Door "Cold Calls"
Temporary Help Agencies	Job Training Agencies
Local Community Organizations	Hidden Job Market
Chamber of Commerce	

(Job Service, 1988)

As a last resort, look for work from friends or where your family is employed. Go make your own reputation (*Westgate Systems - Honor Shoppe, June 1987*).

and future employment trends. The Chamber of Commerce in your area will also have information on employers.

Public schools, the department of vocational rehabilitation, and private agencies such as Goodwill Industries or the Association for Retarded Citizens can provide local employment information. Contact these sources even if you were not involved with them previously.

Talk with your family, relatives, and friends. Describe the type of job you are looking for, and ask them if they know a person you can contact. You can then meet with that person to learn about job duties and possible openings. Use the following questions when talking with your personal contacts (Bolles, 1988):

1. May I tell them you recommended that I talk with them?
2. Can I use your name?
3. Would you be willing to call ahead, so that they will know who I am when I go over there?

Use a variety of job information sources. Vacancies are not always posted in the newspaper or listed with an agency. Personal contacts may also be unaware of job vacancies. Be willing to explore companies that interest you but have no vacancies at the present time. Your interview with them may lead to a job in the future.

Recruitment

Many employers locate potential employees through recruitment programs. Marketing yourself through recruitment activities can lead to obtaining the right job for you. Several opportunities for recruitment exist, as seen in the following list. Other local recruitment programs may be available.

1. Place and answer recruitment advertisements in newspapers and magazines including periodicals specifically for the disabled (i.e., Disabled USA, Mainstream, Braille Monitor, The Deaf American).
2. Place or monitor advertisements on electronic communications media including radio information services, electronic bulletin boards, and television including cable, captioned programs, and public broadcasting stations.
3. Request assistance from executive search firms and employment agencies.
4. Contact specialized service organizations and manufacturers of technological aids and devices (i.e., American Coalition of Citizens with Disabilities, Recordings for the Blind, IBM).

5. Contact vocational/technical, college and university, and other postsecondary institution placement directors and disabled student coordinators in your area for assistance. Many special student coordinators are members and use materials from the Association of Handicapped Student Services Programs in Postsecondary Education (AHSSPPE). (See Section Four for address and phone number).
6. Utilize specialized job banks (i.e., JOB-National Federation for the Blind, Project on the Handicapped in Science of the American Association for the Advancement of Science (AAAS)).
7. Participate in local and regional job fairs where companies explain the career benefits of their firms to potential applicants. In some cases job interviews are conducted on-site.
8. Utilize local service club partnerships, such as the Rotary Clubs International's program. Members regularly read in their club newsletter about pre-screened, job ready workers available from the area's community service providers.
9. Coordinate your job search with available computerized job match systems. Local organizations and agencies are establishing databanks of job-ready clients and matching those files with employer job orders.

Other sources of recruitment used by employers are described in Figure 5.

Figure 5
Other Recruitment Sources

We seek qualified workers from the state Vocational Rehabilitation Department, special schools and universities such as Gallaudet College, and we check with other employers for recommendations of "new hires" (*Uniformed Services University of Health Sciences, November 1987*).

We recruit from colleges for summer help and upcoming graduates, looking for motivated people. With the Department of Defense we attend 32 recruiting meetings annually (*David Taylor Naval Ship Research and Development Center, November 1987*).

The Marriott Corporation has a mechanism to recruit people with capabilities, not disabilities (*Marriott Corporation, July 1987*).

Resume

A resume should be written that matches your strengths with the companies goals. You have identified your ideal job using self-appraisal. Through your job information sources identify how the skills you have can be used by the company. Clearly state your skills in the resume with brief examples so it is

obvious to the employer that you would be an asset. The resume provides a record of your education and experiences and is also a sample of how you communicate(see Figure 6). Explore the different resume formats and choose the one that meets your needs. Have another person proof-read your final draft before you make copies.

Figure 6

Advice from Employers on Resume/Applications

The Top Ten Factors Employers Look for When Reviewing Applications/Resumes

1. Reason for leaving previous jobs
2. Types of duties performed in previous jobs
3. Specific vocational skills
4. Kinds of jobs held
5. Good spelling
6. Accurate information on application
7. Neat application appearance
8. Level of education
9. Number of jobs held
10. Gaps in employment

(Robert Half Recruiting Firm, 1987)

Personnel Officers' Advice on Resumes

DO be brief, truthful, neat and relevant.

DO NOT lie, omit vital details, include irrelevant material, or fail to state job accomplishments.

(Robert Half Recruiting Firm, 1987)

Employers are not a group, but individuals with individual needs. The business world needs job ready candidates, not for filling quotas, but to solve a company problem (*Woodies Department Store, November 1987*).

Resume - neat/simple/short/factual - Do not fold - Put on enough stamps to mail it.

(Westgate Systems - Honor Shoppe, June 1987)

Letters

There are three types of letters commonly used in job seeking: 1) Letters of inquiry should be sent to ask for employment opportunity information from unions or professional associations, or to request company brochures; 2) Letters of application are sent to apply for a specific vacancy; 3) Cover letters are sent with your resume and may be letters of application. In all three cases you should describe your background as relating to the job, show that you are informed about the company, and suggest how your skills could meet the employer's needs.

The usual letter is one page in length and contains three paragraphs, giving short but clear information. The first paragraph states your purpose

for writing, whether for information or to apply for a position. The second describes your skills and relates them to potential employment. The third sums up the letter and tells how to contact you. In addition, the letter should be addressed to a specific person using their correct title, not look like a form letter, and be neatly typed without spelling errors.

Interviewing

The interview is a chance for you and the employer to meet in person and answer each other's questions. Each has information they are seeking, and can help the other person obtain clear answers.

The employer wants to:

1. identify your abilities,
2. observe how you present yourself,
3. determine if you will fit in at the worksite.

You want to show that:

1. you're the best candidate for the job,
2. find out if this job and company are what you want,
3. get a job offer for consideration.

When scheduling the interview have alternate times available. In general, most employers are receptive to job seekers between 9:00 and 11:00 a.m. and after lunch until 3:00 p.m. Practice your interviewing skills with a friend role-playing as an employer. Use a tape recorder or VCR to record the mock interview. Review the recording to critique your strengths and weaknesses.

When going to the interview be prepared for standard questions, dress neatly, and arrive at least 10 minutes early to observe the area. A typical interview lasts about 30 minutes and has three parts. The ice-breaking period is when you make your first impression. Interviewers sometimes take only 20 seconds to form an opinion of a job seeker. The main part of the interview is when you and the interviewer exchange information. Be positive in your responses, exchanging information rather than reciting it. Only you have your specific combination of abilities, interests, and experiences. Present these in relation to the job. The closing of the interview is your chance to restate your interest in the position and summarize your strengths. You should also find out what follow-up will occur, such as you calling in one week or the

employer sending a notice to you. Employer suggestions for interviewing are listed in Figures 7, 8 and 9.

Figure 7

Advice from an Employer to Interviewees

Interviewee should state: "I'm a little bit better, I'm the best value."
Be enthused - be positive - practice for your "audition." Be a cut above the rest.
Ask for response. What does it take to get hired? What does it take to get promoted?
Indicate your commitment. Temporary (passing through) or permanent. Your honesty will be refreshing and rewarding in most cases.
Ask if you can phone or call back to reinforce your interest. Call or write if you find work elsewhere. It's SELDOM done.
Don't bring along boy, girlfriend, mom.
Park down a ways - not in reserved parking spaces.
"I'm looking for work - not a job."
Excuse self when employer gets call - leave some things on chair while waiting outside office.
Avoid having bad breath.
Nervous habits - can you do something about it?
Employers observe the condition of your car.
Coffee - if offered take it - it says "let's talk." Coffee is an American institution.
Firm but friendly handshake. The job applicant should offer first.
Don't ask secretary to throw away your garbage.
Ask references how they will describe your employment
Leave personal problems at the door. Avoid negative image.

(Westgate Systems - Honor Shoppe, June 1987)

Figure 8

Keys to a Successful Interview

Applicants should say to themselves: "I know I can do this job. I know I am qualified. I am going to make this employer want me. I am going to sell myself."

Straighten your back, hold your head up, step forward with confidence and enthusiasm. You will create a similar attitude in your prospective employer.

Show your eagerness by your walk.

Stand up and sit up straight.

Stress your interest in your work.

Let the interviewer lead the discussion or control interview.

Display documents only when more facts are requested.

Use business English.

(Job Service, 1988)

Questions that may lead to discrimination should not be asked during an interview. Questions about your marital status, spouses employment, children, race, religion, or financial status should not be answered. The interviewer may not ask general open-ended questions regarding your health or disability, or use medical check-lists when the conditions listed will not affect job performance. If you choose not to answer a question, politely tell the interviewer you feel the question is not appropriate or relevant to your ability to do the job. The interviewer can ask about your ability to do the job and past work experiences. You may also be asked if you are willing to participate in affirmative action. Have them explain what their program is and how they protect confidentiality before you respond. If you say yes the interviewer can ask if there are any duties you cannot perform or any accommodations you would need to be successful in the job. Examples of individual accommodations can be found in Section Two of Jobs Volumes One through Four.

Figure 9 **Suggestions for a Good Interview**

Describe how the employer and your mutual needs can be met by employing you for a win-win situation (*President's Committee on Employment of the Handicapped, November 1987*).

What the Employer Likes to Hear You Say During the Interview:

Please call me (first name).
I would follow company rules in making that decision.
I have short and long range career plans.
They are ...
I have spent my unemployed time wisely.
I have studied the company.
I have a few questions to ask (NOT about wages!).
I have learned skills from my previous job.
When will I hear from you again?
(*McBurney Resource Center, 1985*)

DONT make negative statements about yourself
DONT ask for questions to be repeated
DONT leave work samples at home
DONT stare at the wall
DONT say "I'm not prepared for that question"
(*McBurney Resource Center, 1985*)

What Employers Look for in an Interview:

No gaps in employment
Listening skills
Staying on the topic
Experiences in private industry
Followup - keeping in touch
(*Glendale Federal Savings, March 1988*)

Address accommodations at the end of the interview head-on (*Glendale Federal Savings, March 1988*).

Discussing Salary

Never discuss your salary needs before you are offered the job! Wait until you know about the other factors (i.e. fringe benefits, advancement opportunities, training, and working conditions) and are offered the job before answering questions about salary.

If an employer asks you to state the minimum salary you will accept, don't give a figure. No matter what amount you say, you will either be too high or too low. If your answer is too high, the employer may assume that you won't accept the job so it won't be offered to you. Answering with a lower figure could cost you thousands of dollars if the employer would have paid a higher salary. The following are suggested responses when asked what salary you expect.

1. I'm really interested in long term growth and advancement. Right now, I'm willing to accept whatever your company pays people like myself.
2. I don't have a particular amount in mind. I'm primarily interested in a career with your company, not just a job.
3. I don't know what your company policy is, but I feel I'd do an outstanding job for you. Do you have a particular salary in mind?
4. Since you are a fair employer I know you will pay me fairly.

If the interviewer answers with a salary figure, just nod your head and let the interviewer continue. The employer may be offering you the job, but you should be sure of the employer's intentions before you respond. The interviewer should always present the salary issue first.

Disability Self-identification

The decision to identify yourself as a person with a disability must be handled on an individual basis. Some employees with a disability identify themselves to benefit from certain legal protections. Others choose to keep their disability private. If you need accommodations for the interview inform the employer in advance. When you disclose information on your disability in an interview be specific and point out how you deal with any limitations that you have (see Figure 10).

Figure 10

Suggestions to Job Applicants on Disability Self Identification

Teachers should educate students to discuss their disability. Students must feel comfortable with themselves (*Milt Wright & Associates, Inc., December 1987*).

Disclosing your disability is second to selling your abilities to do the job. Statements on self identification should be similar to the following:

I utilize (specific skills and/or equipment) to help with my disability.

I compensate for my specific limitations by using new technology to ...

I have learned to structure my time for efficiency.

My disability is the main reason I have directed my career towards ...

My disability has taught me a lot about myself, what I can do, and how to face new challenges. For example ...

I'm ready to begin a career using my abilities in (describe).

I appreciate your understanding my individual disability limitations.

(*McBurney Resource Center, 1985*)

The disabled applicant needs to make the employer feel comfortable with the disability (*Milt Wright & Associates, Inc., December 1987*).

Employment Incentives

Part of marketing yourself is to provide an attractive "product" to the employer. Being knowledgeable about and presenting employment incentives for the employer can provide an "extra" bonus in obtaining your job. There are several monetary and training incentives available to the employer who hires persons with a disability (see Figure 11). Contact local agency personnel to learn how these incentives apply to you and are provided to the community employers.

Of the over 500 descriptions of jobs from the Replicating Jobs in Business and Industry for Persons with Disabilities project, over forty percent utilized some type of financial employment incentive. Approximately ten percent of the jobs used various on-the-job training (OJT) funds and a variety of employment incentives through the Job Training Partnership Act (JTPA). Over twelve percent of the jobs obtained by the project utilized Targeted Jobs Tax Credit (TJTC). Thirteen percent of the employers used other employment incentives.

Figure 11

EMPLOYER INCENTIVE PROGRAMS

PROGRAM	INCENTIVE	RESTRICTIONS	MORE INFORMATION...
Targeted Jobs Tax Credit (TJTC)	Tax credit of: - 40% of first \$6,000 earned per employee provided the employment lasts at least 90 days or 120 hours	May not claim TJTC and QJT for same wages Certification must be requested on or before first day of work	IRS (See Publication #906) State Employment Service Private Industry Council Vocational Rehabilitation (Check State and City governments for local TJTC)
Job Accommodation Network (JAN)	Free consulting service on available aids and devices	None	Call 1-800-JAN-PCEH
Tax Credit on Architectural and Transportation Barrier Removal	Tax deduction on up to \$35,000 spent to make a work place more accessible for employees and customers	Improvements must meet Treasury Department standards	Internal Revenue Service
National Association of Retarded Citizens National Employment and Training Program	Reimbursement of: - 50% of entry wage for first 160 hours of on-the-job training - 25% of entry wage for second 160 hours	Worker must be mentally retarded with IQ below 70, at least 16 years old, unemployed over 7 days Position must be permanent, half-time to full-time, pay minimum wage and above	National Association of Retarded Citizens Local Association of Retarded Citizens
Vocational Rehabilitation On-the-Job Training Program	Shared payment of the disabled employee's wages for a limited time on a negotiated schedule	Worker must be a VR client Position must be permanent, full-time, pay minimum wage	Local Vocational Rehabilitation
Job Training and Partnership Act (JTPA)	Reimbursement of: - 50% of first 6 months' wages per employee Customized training or retraining	Employer must hire trainee with intent of permanent full-time position	Private Industry Council Chamber of Commerce City or State government
Minimum Wage Exemption Certificate	Certificate allowing employer to pay 75% of minimum wage or 50% for most severely disabled workers	Wage must adequately reflect worker's productive capacity Annual renewal	Department of Labor, Wage & Hour Division Regional Office
Employee Search Agencies	Free referral service of qualified disabled workers	None	Vocational Rehabilitation Governor's or local Committee for Employment of the Handicapped Horticulture Hiring the Disabled
Horticulture Hiring the Disabled Personnel Assistance Program	Free personnel services including job analysis, employee recruitment and screening, employment incentives assistance, job accommodation and job follow-up	Employer/or group of employers must have 10 or more job positions Services provided by 6 Area Offices and through a national referral program	Horticulture Hiring the Disabled Call 1-800-634-1603 or in Maryland 301-948-3010

Adapted from Horticulture Hiring the Disabled Program handout, 1987

Refer to individual job descriptions in Section Two of Jobs Volumes One through Four for examples of other incentives used.

The job seeker with a disability also has employment incentives. Two of the most recent incentives are the following:

Section 1619

Social Security Disability Amendments of 1980 (P.L. 96-265) and 1986 (P.L. 99-643) changes the effect of increased income on SSI benefits. Section 1619 allows an SSI recipient to retain Supplemental Security Income benefits and Medicaid eligibility while earning above the \$300 per month level. This allows an increase in income without a loss of critical benefits.

Plan for Achieving Self-Support (PASS)

A written statement is completed with the Social Security Office listing the steps an individual with disabilities will take to achieve an occupational goal. Designated amounts of income and resources to be accumulated and used toward the occupational objective are included in the statement. Monies set aside in an approved PASS will not be used in determining SSI eligibility or the SSI payment amount. Individuals can participate actively in employment and training programs while receiving Medicaid and SSI benefits. SSI recipients will maintain benefits if their work efforts end before they reach full productivity.

Check with your local Social Security Office for more information on Section 1619 and PASS. Other incentives include the Disabled Americans Work Incentives Act, allowing Social Security Disability Insurance (SSDI) recipients to retain medical benefits while gainfully employed, and the new tax break to businesses that invest in technology to enhance employment.

Many persons with a disability use employment incentives when obtaining a job. Explore possible incentives that may apply to you or an employer.

Follow-Up

Follow-up after the interview is very important. A short thank-you letter to the interviewer should be sent the evening after the interview. Keep examples of thank-you letters in your file, but do not use a form letter. Refer to some part of the interview, offer additional information and restate

your interest in the position. A neat, legibly written hand note is acceptable.

If you have not heard from an interviewer by the time he or she specified, call or write to reaffirm your interest. Briefly sum up the interview, avoid sounding desperate, and don't overexpress your interest. In most cases one follow-up contact should be enough if they are considering you.

Surviving the Job Search

The best way to survive the job search is to approach it realistically. If you really want a job and conduct a full-time job search you may become frustrated, worn-out, discouraged, angry, depressed, and anxious. This is a normal reaction to the job search process. There are two possible outcomes to all activity: rejection and success. Keep the following suggestions in mind when you are progressing through your job search.

1. Treat your job search as an activity that will take considerable time and energy. The most effective job search campaigns are the most active ones.
2. Be persistent and conscientious. Keep your campaign going.
3. Don't take rejection personally. It doesn't mean you are not capable or qualified. It simply means that the employer chose someone else.
4. Acknowledging and accepting your normal feelings during your job search can help reduce some of the frustration.
5. Take scheduled breaks from job hunting to relax.
6. Enlist the aid and support of your family and friends to free you from other duties during your job search. You will not have extra time to run errands, take care of children, or go out for a good time if you are actively job seeking.
7. Take care of yourself. Eat properly, get enough sleep, maintain your grooming habits, and keep a schedule that promotes a healthy job search. When you look and feel good, your entire mental outlook improves.

You only need one "yes" to get hired. Whether it takes one interview or fifty-one interviews, you must continue until you succeed. Maintain a positive attitude, run an active campaign, and don't quit until you win (see Figure 12).

Figure 12
Advice on Surviving the Job Search

You have to believe you're really going to get a job.

Have a life apart from your career. You and your work are not one and the same. Don't let looking for a job consume you.

(BusinessWeek, 1988)

Don't look for sympathy; you're not a charity case.

Keep pulling doorknobs. Don't quit in the high quit zone.

Remember, you are created as a unique person - one of a kind - alive to fit somewhere - you are valuable.

Your degree of confidence is very measurable.

You are a salesman getting the best mileage out of the package God gave you.

(Westgate Systems - Honor Shoppe, June 1987)

Accepting Employment

The decision to accept a job offer should be based on accurate, complete information. After receiving a job offer ask for more information about any details that you do not understand, including the following:

1. Wages or salary
2. Length of contract or probationary period
3. Specific benefits available and costs (if any)
4. Job responsibilities
5. Deadline for accepting offer

Use the information to answer the following questions.

About the job:

1. Do you like what you will be doing each day?
2. Will you be using the skills that are important to you? That you enjoy?
3. Can the skills you will develop be used in different jobs? Which ones? Do those jobs appeal to you?
4. Will the experience and training you receive match you goals?
5. How long can you stay in this job without feeling you have outgrown it?

About the people:

6. Do you like the people you will work with and for?
7. Can you learn from these people?
8. Will you enjoy being with them every day?

About the company:

9. Do you feel comfortable in the work setting?
10. Do you feel good about the product or service they provide?
11. Is there room for advancement?

About you:

12. Are you excited about accepting the job offer?

Do not accept the first job offer you receive unless it meets your needs. Other offers will be made if you continue to seek a job. Each offer should be considered carefully using the questions listed above as a guide.

If you choose to accept the job notify the employer and get information on the following:

1. Starting date and time
2. Name and location of person to report to for work
3. Materials needed for the first day (i.e., uniform, tools, papers).

Orientation

After accepting a job offer you can expect an orientation to the company and your general responsibilities. Orientations vary in content and length with each company. Some are given regularly to all new employees in a classroom structure, while others are brief informal tours for individuals. The personnel department, supervisor or owner may conduct the orientation (see Figure 13).

Figure 13
Job Orientation

Orientation also includes socialization, getting to see a day in the life of your new work role (*Glendale Federal Savings, March 1988*).

In general, the following are included in the orientation process.

Forms

You will be given a W-4 form for federal income tax withholding. You should have your social security number with you as it will be needed for this form. Additional forms may be required if any fringe benefits are available, such as health, dental, and life insurance. An employee information form may include listing your background, emergency information and a disability self-identification section. Complete all forms as soon as possible, and seek assistance if needed.

Examinations

The company may require a physical, hearing, vision, or other exam for employment. Over 60% of all jobs listed in Replicating Jobs in Business and Industry for Persons with Disabilities project did not require exams of any type. Thirty percent required physical exams, and ten percent required vision, hearing, or other exams including drug testing, a checker skills test, and aptitude tests for the specific job. Examination forms may be provided at the orientation, with the assumption that you will take the necessary exams and return the forms by the deadline. Check with the employer to determine who will pay for the costs of required exams.

Rules

Company policies will be described, including safety procedures, work schedules, use of leave days, and work conduct. A policy handbook may be given to you, and it is assumed that you will understand its content. If you are uncertain about some rule ask for clarification. Be certain that you know the work schedule rules regarding lunch and breaks and the emergency procedure for exiting the building.

Company Profile

The company size, location, number of employees, products or services, and goals will be presented. You will know some of this information from researching the company prior to applying. The information presented will help you see where you fit into the overall goals of the company.

Physical Plant

A general tour of the facility will be given. Focus on the specific location of your work site, related work sites, lounge area, dining facilities, restrooms, emergency exits, parking, and entrance areas.

Specific Duties

Your position with the company will be described in detail including your daily job responsibilities, resources provided to you, and expected outcomes. Any accommodations that you feel will be necessary to perform your job duties should be reviewed at this time. The employer has hired you based on your abilities and will expect you to meet the job outcomes stated.

Training

The employer may provide standard training for the job or special training to accommodate your disability. Of the employers listed in Jobs Volumes One through Three of the Replicating Jobs in Business and Industry for Persons with Disabilities series (1986-1988), fifteen percent provided no standard training, and forty-five percent provided standard training that was one month or less in length. Management positions provided more long-term standard training than clerical, industrial, or service positions. In general, employers gave brief training for specific responsibilities while expecting the employee to have the broad skills necessary for the job.

Special training to accommodate a disability occurred in roughly half of the service, industrial, and clerical positions, and in twelve percent of the managerial positions. It usually involved additional assistance or explanations for a few weeks or as needed, and was provided by the supervisor or a community service agency. Special training costs were minimal. The employee was usually working at the normal rate upon completion of the special training. Examples of special training can be found in Section Two of Jobs Volumes One through Four.

Keeping and Improving Employment

The first few months at a new job are challenging. In addition to mastering your job duties and learning company policies you must also make the

adjustment from job seeker to job performer. If this is your first job you will have to adjust to having money and budget living expenses. Maintain your personal health during this time and allow for extra sleep or relaxation time. Part of the adjustment is identifying and following the unwritten company rules that will help you succeed and advance in the job. These rules must be followed daily, even after you have succeeded in the initial job duties. The main unwritten company rules are described below.

If you don't know, ask!

Supervisors and managers have information you need for performing the job. You are not expected to know everything, but are expected to ask for information or demonstrations. Use any printed materials available to find the information you need. If it is not found, ask your supervisor instead of a coworker. One of the major causes of job loss is fear of asking questions to clarify job assignments. When you ask a supervisor for information record the response, so you will not have to repeat the same question later. If you are involved with a community service agency use them to help you learn the job assignments (see Figure 14).

Figure 14

Advice from Service Agencies on Keeping a Job

5 Keys to Keeping a Job

1. Find out job duties from the employer
2. Know the immediate supervisor
3. Use a job coach or other personal contact
4. Learn by watching the "best" worker
5. Expect and adjust to changes

Vocational rehabilitation counselors and other service providers are invited to attend important meetings. They can get acquainted with the work-site and expectations in order to provide followup services (*Uniformed Services University of Health Sciences, November 1987*).

(*Association for Retarded Citizens, November 1987*)

Work smarter, not harder.

Do not spend time, energy, and resources on a project unless you know that the management values the project. For example, producing a colorful typed inventory report is not appropriate if the supervisor wanted a rough list for reference use. Watch how other people work, and learn which work is rewarded. Then focus your time and energy on the work that your employer values.

Speak for yourself, your work will not.

Supervisors are usually too busy to notice much of the good, solid work employees do. You must take an active role in promoting your work image. Dress appropriately for work, using other successful employees as a guide. Maintain good personal hygiene and appropriate dress, especially when going to work seems difficult. Get to work a few minutes early, so that even if you run late you will be on time. Continue working until it is quitting time, and work past quitting time if others do. Know your deadlines or production rates, and meet them. Take credit for the work you do. Get to know the other people, perhaps by hand delivering a memo to your boss, or by saying "hello" to people around the worksite. Promoting your positive work image will cause rewards over time.

Employees with a disability are sometimes overlooked for advancement because the supervisor feels they are "just right" in their present job. In some companies the high turnover rate among supervisors keeps the employee from being recognized for their long-term work. In both cases you will need to make yourself visible. Point out how you could work in an advanced job and specify what, if any, additional accommodations would be needed. Maintain a work history file that demonstrates your skills. Make an effort to get to know the new supervisor.

Friendships at work take work.

Coworkers may be part of a team effort for the company or they may be competing with you for recognition and advancement. Friends who work well together may have trouble evaluating each others' work. If one friend is a supervisor or "boss" the problems can be greater. Use care in establishing friendships at work. Successful relationships are based on the mutual understanding that, during work hours, the work is top priority and the friendship is secondary.

You are part of work politics.

Some employees will use the job setting to make others look bad so they look good. By not getting involved you will become a passive victim. But the politics of work can be used to help you advance if you observe others, get

"plugged into the grapevine", notice changes in the job setting, and stay visible. During breaks and lunch learn whether sports, local news, or recipes is the main topic, and contribute to the conversation. When you spot a coworker using "dirty" politics avoid them. If their actions affect you work to counter any impact on your work image. An example would be volunteering to work on a committee if a coworker spreads rumors that you are lazy. Be aware of the work politics and get involved in promoting yourself and a good work environment.

Goals can be reached.

You described your goals for employment at some stage in obtaining this job. Remember to evaluate your progress towards those goals periodically. Are you learning what you wanted through work? Is the job meeting your needs for challenge, income, schedule, and enjoyment? If not, develop a plan that will help you reach those goals. It may be possible to reach them within the job you have or you may want to seek employment elsewhere while working at your current job.

See Figure 15 for additional employer comments.

Figure 15 **Advice from an Employer on Keeping a Job**

Job success is 15% aptitude and 85% attitude.

"I want to make you (employer) look good."

Roll with the punches (injustices).

(Westgate Systems - Honor Shoppe, June 1987)

Changes in Employment

The three common changes in employment are termination, promotion, or changing companies. Termination of employment may happen due to a temporary or permanent layoff caused by cutbacks in company operation. Check company policies regarding seniority and lay-off procedures. Firing occurs when the company feels the employee is not performing up to standard (see Figure 16). In both situations you should be aware of possible termination. If your

employer has communicated to you that your work must improve, you should ask for specific information and seek assistance if needed. Do not ignore warnings from a supervisor, and keep a record of any verbal or written evaluations of work performance and your response to them. After being laid off or fired you may be eligible for unemployment compensation, and should contact your state Job Service office for further details. You should also begin the job seeking process again.

Figure 16

An Employer's Policy on Firing/Layoffs Concerning Employees with Disabilities

When it comes to firing or layoffs our employees with disabilities are treated the same as everyone. If they are connected with a service provider we do notify them of the change in employment (*Woodies Department Store, November 1987*).

Promotion within a company occurs because an employee has shown the ability to do the new job. Check if your company posts promotion opportunities in a specific location, and keep informed of chances for job advancement. A change in job status will affect your goals, relations with coworkers, and job responsibilities. Consider possible promotions using the same questions for accepting a job offer, found on pages 214 and 215. When you start the new position remember to observe others, ask for clarification, and evaluate your progress. A promotion is a new job, so be ready for some adjustment.

If your present job is not meeting your goals begin job seeking. Changing employers can be a positive growing experience. Continue to work effectively while exploring other employment options. You have the right to request that your present employer not be contacted for a reference and that any interview be kept confidential. When you quit your current job maintain the contacts you have made and leave in a positive, professional manner that fits your work image. Most workers who change jobs miss certain parts of the old job but look forward to the challenges offered by the new one. The skills used in keeping and improving employment will be applied again in the new position, and you will have the experience of your previous job upon which to draw.

Conclusion

The employment process has several important stages. To be a successful job seeker you must develop marketing skills for each stage. Use other

resources to find details on any unfamiliar topics presented in this chapter. Local job seeking programs offered by service providers, public schools, or job service offices may be helpful. Publications on job seeking are listed in Section Four of Jobs Volumes One through Four. Learn and practice the skills needed for marketing yourself before using those skills with employers.

Accepting a job that you will enjoy is the first major goal of job seeking. The second goal is to be successful in that job and advance in employment. You must be involved in marketing yourself after accepting a job in order to achieve the second goal. On the job you will be responsible for developing a positive work image and achieving objectives.

The Personal Marketing Plan on pages 199 and 200 should be used to record your progress in marketing yourself. Keep the plan, copies of your application letters and resumes, and other job seeking information in a folder for easy reference. Once employed you will use the plan to record job information and evaluate your goals. As you advance in employment the Personal Marketing Plan will serve as a guide to effective job seeking strategies and desirable employment conditions. Use other publications, local job-hunting workshops and community service providers with the information in this chapter to make your marketing strategies successful.

REFERENCES

- Arbuthnot, D. M., Cisar, C., Ewalt, S., Pettis, R., Rochlin, J., & Thompson, F. (November 12,13 1987). Employing Persons with Disabilities: The Employer Point of View and Government Employment Programs for Persons with Disabilities. Replicating Jobs in Business and Industry for Persons with Disabilities. Workshop conducted at George Washington University, Washington, D.C.
- Bernard, S. (1988) Getting The Right Job. AT&T College Market, Elizabeth, New Jersey.
- Bolles, R. N. (1988). What Color is Your Parachute?. Ten Speed Press, Berkeley, California.
- Boykp, M., Helwig, M., & Wiggins, P. (March 10,11 1988). Employing Persons with Disabilities: The Employer Point of View. Replicating Jobs in Business and Industry for Persons with Disabilities. Workshop conducted at California State University, Long Beach, California.
- Business Week Careers. (1987). How to Get a Job Guide, 1988 Edition.
- Cigan, B. (June 19, 1987). The Industrial Work Model. Wisconsin Rehabilitation Association Job Placement Division Conference. Workshop conducted at the Wisconsin Dells, Wisconsin.
- Half, R. (1987). Robert Half Recruiting Firm.
- Harris, L., et. al. (March, 1987). The ICD Survey II: Employing Disabled Americans. New York, New York.
- Horticulture Hiring the Disabled. (1987) Employer Incentives Handout. Gaithersburg, Maryland.
- Jamison, S.L. (December, 1984) Employing the qualified handicapped - An employer's perspective. GCEH
- Job Service, Wisconsin Division. (1987-88).
- Jones, W.D. (1986) Achieving success in your first job. CPC Annual. 1 58-60.
- McBurney Resource Center. (1985). Marketing Your Disability, Tape 1 and 2 Videotapes. Madison, Wisconsin.
- Meyer, P., Yuspeh, S., IBM & Marriot Corporate Representatives. (July 29, 1987). Employer Panel on Hiring the Disabled. Association on Handicapped Student Service Programs in Postsecondary Education. Workshop conducted in Washington, D.C.
- Pimenthal, R., (December, 1987). Developing Jobs for the Disabled. American Vocational Association Annual Convention. Las Vegas, Nevada.
- Tindall, L., Gugerty, J., Dougherty, B., Heffron, T., & Godar, P. (1986-88). Replicating Jobs in Business and Industry for Persons with Disabilities, Volumes 1,2,3.

Section IV

Resources For Job Replication



RESOURCES FOR JOB REPLICATION

Organizations

Association on Handicapped Student Service Programs in Postsecondary Education promotes full participation of persons with disabilities in postsecondary education programs. The Association develops training programs, workshops, conferences, and publications. A commitment is made to advocacy, communication, networking, professional development, training, and research.

For more information contact: AHSSPPE, P.O. Box 21192, Columbus, OH 43221, 614/488-4972 Voice/TDD.

Information Center for Special Education Media and Materials provides free information services to persons interested in special education. Access to a database of special education media and materials, information on marketing and legal information for special education projects, marketing trends and issues affecting special education, locating nonprofit publishers, and instructional methodologies are available upon request. Services can be obtained through workshops, a toll-free number, or computer information service.

For more information contact: Linc Resources Inc., 3857 North High Street, Columbus, OH 43214, 614/263-5462, 800/772-7372, CompuServe #70007,1376.

Publications

Bernard, S. (1988) Getting The Right Job. Elizabeth, NJ: AT&T College Market.

This booklet is provided free of charge to college placement offices and includes practical information on job seeking. Chapter topics include identifying a career, writing a resume, creating letters, developing a job search strategy, interviewing and surviving the job search. 47 pp.

For ordering information contact: AT&T College Market, Box 205, Elizabeth, NJ 07207-9971.

Bever, S. (1984). "Good for Me!". St. Paul, MN: The Minnesota Association for Children and Adults with Learning Disabilities (MACLD).

A student handbook and leader manual develop self-concept skills for adolescents with learning disabilities. The group process is used as individuals evaluate their current self-image and learn techniques for positive change. 135 pp. each.

For price and ordering information contact: MACLD, Suite 494-North, Griggs Midway Building, 1821 University Avenue, St. Paul, MN 55104, 612/646-6136.

Bissonnette-Lamendella, D. (1987). Pathways: A Job Search Curriculum. Northridge, CA: Milt Wright and Associates.

The teacher manual and student workbook are designed to meet the needs of first time or experienced job seekers. Six modules of information discuss job market issues, job market research, contacting employers, resumes and applications, job interviews and the world of work. 515 pp. and 276 pp.

For price and ordering information contact: Milt Wright and Associates, 17624 Romar Street, Northridge, CA 91325, 818/349-0858.

Bolles, R. N. (1988). What Color is Your Parachute?. Berkely, CA: Ten Speed Press.

Described as a practical manual for job hunters and career changers, this text provides background information on the job hunt process then helps the user identify skills, jobs of interest, and ways to get hired. The material is written in an entertaining style. Additional appendices are included for special problems, using career counseling sources, the brain's role in job hunting, and religion in job hunting. The 1989 edition will contain a section on employment for persons with disabilities. 356 pp.

The text is available at major bookstores. Cover price for the 1988 edition is \$8.95.

Clearinghouse on the Handicapped. (1987). Pocket Guide to Federal Help for Individuals with Disabilities. Washington, D.C.: Author.

This booklet contains a description and address for Federal assistance programs available to eligible persons with disabilities. Programs are grouped into developmental disabilities, vocational rehabilitation, education, employment, financial assistance, medical assistance, civil rights, housing, tax benefits and transportation. 26 pp.

For price and ordering information contact: Publication E-87-22002, Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402.

Disabled American Veterans. (1986). Directory of Organizations Interested in People with Disabilities. Washington, D.C.: Author.

Produced jointly with the President's Committee on Employment of the Handicapped and the People to People Committee for the Handicapped, this booklet describes resource organizations for persons with disabilities. Services offered and contact information is given for each listing. The first section lists 100 organizations, while the second describes the Employment Security agencies, Councils on Developmental Disabilities, Vocational Rehabilitation agencies, and additional organizations. 70 pp.

For ordering information contact: Disabled American Veterans, 807 Maine Avenue, S.W., Washington, D.C. 20024.

Florida State University. Tips on Serving the Disabled. Tallahassee, FL: Author.

Information from the National Restaurant Association and the Job Accommodation Network are combined with specific examples of serving persons with disabilities in businesses. General descriptions of each major disability and suggested serving methods are included. Making the business more accessible is also discussed. 16 pp.

For price and ordering information contact: Florida Hospitality Education Program, 230 Johnston Building, Florida State University, Tallahassee, FL 32306-2026.

Gugerty, J., Tindall, L., Heffron, T., & Dougherty, B. (1988). Profiles of Success, Twelve Exemplary Approaches and Profiles of Success, Ten Creative Approaches. Madison, WI: Vocational Studies Center.

Successful programs serving secondary special education students through the Carl D. Perkins Vocational Education Act are described in detail. The top twelve entrants are presented in the first publication, and the next ten are described in the second. Background and contact information, procedures used to meet the Perkins Act mandates, evidence of effectiveness, additional information, technical assistance available and exhibits are included for each description. 563 pp. and 275 pp.

For price and ordering information contact: Vocational Studies Center, University of Wisconsin-Madison, 964 Educational Sciences Building, 1025 West Johnson Street, Madison, WI 53706, 608/263-3152.

Harrington, T. F., & O'Shea, A. J. (1986). Career Decision-Making System. Circle Pines, MN: American Guidance Service.

Used to help individuals identify possible career areas, the materials include a survey booklet, interpretive folder, and administering directions. Values, abilities, and interests are identified and related to information about general career clusters. When completed the individual should have 1-3 career clusters identified for further examination.

For ordering information contact: American Guidance Service, Publisher's Building, Circle Pines, MN 55014-1796.

Institute of Industrial Engineers. (1985). Designing Jobs for Handicapped Workers.

The conference proceedings from a meeting in Chicago, Illinois, December, 1985, represent a combined effort by a number of individuals to facilitate the employment of persons with disabilities. The conference was jointly sponsored with the President's Committee on Employment of the Handicapped. 66 pp.

For price and ordering information contact: National Clearing House of Rehabilitation Training Materials, Oklahoma State University, 115 Old USDA Building, Stillwater, OK 74078.

Knapke, D. (Ed.) , & Lendman, C. (Ed). (1988). Capitalizing on the Future AHSSPPE '87. Columbus, OH: Association on Handicapped Student Service Programs in Postsecondary Education.

The proceedings of the AHSSPPE 1987 conference in Washington, D.C. are summarized in this publication. Specific issues are presented for persons with hearing impairments, learning disabilities, physical disabilities, psychiatric disabilities, or visual impairments. General topics include access for students, transition issues, computer applications, student development and service providers. 224 pp.

For price and ordering information contact: Association on Handicapped Student Service Programs in Postsecondary Education, P.O. Box 21192, Columbus, OH 43221.

McBurney Resource Center. (1985). Marketing Your Disability, Tape 1 and 2 Videotapes . Madison, WI: Author.

Both videotapes use a discussion format between two personnel managers to show interview situations of persons with a disability. There are built-in stopping points for discussion which are outlined in the guide. Tape 1 presents the "Dos and Don'ts About Interviewing" while Tape 2 focuses on "Answering Those Disability Related Questions." 26 minutes each.

For price and ordering information contact: McBurney Resource Center, UW-Madison, 905 University Avenue, Madison, WI 53715, 608/263-2741.

Tomlin, P. S. (1985). You're Not The Only One..Volume 1 and 2. Rio Rancho, NM: Survival.

These booklets are written for the young adult with a learning disability. Volume 1 is a survival guide for the adolescent in school, and helps identify individual strengths and weaknesses. Volume 2 presents the issues of adult responsibility that are seldom discussed in a straightforward manner. Getting organized, entering college, obtaining a job, and becoming a parent are the focus areas. 107 pp., 50 pp.

For price and ordering information contact: Survival, P.O. Box 15716, Rio Rancho, NM 87124.

United States Office of Consumer Affairs. (1988). Consumer's Resource Handbook. Pueblo, CO: Consumer Information Center.

Published annually by the federal government, this handbook contains two sections related to consumer rights. The first explains how to be a smart consumer, including resolving complaints. The second section lists public and private consumer offices that provide assistance to the public. A subject index is provided to identify appropriate contact offices. 93 pp.

Free single copies are available by writing: Consumer Information Center, Pueblo, CO 81009. Request publication number 582T.

United States Office of Consumer Affairs. (1987). The Student Guide: Five Federal Financial Aid Programs 88-89. Pueblo, CO: Consumer Information Center.

General information on U.S. Department of Education student aid programs is provided in the first section of this booklet. The Pell Grants, Supplemental Educational Opportunity Grants, College Work-Study, Perkin's Loans, Guaranteed Student Loans, Plus Loans and Supplemental Loans for Students are described in the second section. 61 pp.

Free single copies are available by writing: Consumer Information Center, Pueblo, CO 81009. Request publication number 511T.

Wilson, M. L. (Ed.). Business Week Careers. New York, NY: McGraw-Hill, Inc.

Published seven times each year, this magazine contains information on getting and starting employment. Articles discuss topics such as career outlooks, job-hunting stress, dressing for the interview, and succeeding on the job. Free copies are provided to college placement offices. 40 pp.

For ordering information contact: Business Week Careers, McGraw-Hill, Inc., 1221 Avenue of the Americas, New York, NY 10020.

Wren, C., Adelman, P., Pike, M. B., & Wilson, J. L. (1987). College and the High School Student with Learning Disabilities. Chicago, IL: DePaul University.

The personal stories of two learning disabled students attending college are presented in this booklet. Each section includes a specific example from the students and general information relating to that experience. Topics include accepting and understanding a learning disability, types of assistance high schools and colleges provide, and how teachers, parents, and others can help. 36 pages.

A limited number of single copies are available at cost (\$2.00, prepaid and with a self-addressed envelope). Duplication rights may also be obtained. To order contact: Dr. Carol Wren, Project Learning Strategies, DePaul University, SAC 220, 2323 N. Seminary, Chicago, IL 60614.



REPLICATING JOBS IN BUSINESS & INDUSTRY FOR PERSONS WITH DISABILITIES

JOB REPLICATION FORM

Purpose

The purpose of the Jobs Replication Form is to obtain information about jobs persons with disabilities perform in business and industry and in the public sector.

People with disabilities need role models that help raise their aspirations and expectations about jobs they can perform. Teachers, counselors, job placement personnel and employers also need exemplary employment models to use when working with people who are disabled. The information you supply will help us to create a catalog of job descriptions that provides these role models.

Instructions for Completing the Jobs Replication Form

The Jobs Replication Form is divided into three sections:

1. General Information about your business or industry.
2. Job Information about a particular job performed successfully by a particular employee who is disabled. Please select one specific disabled employee and describe that person's job.
3. Considerations that enabled this person to be hired initially and to succeed in this job.

PLEASE READ EACH QUESTION CAREFULLY

Complete each question by checking those items that best answer the question or by writing the information requested. You will need approximately 20 to 30 minutes to complete this form. Please feel free to photocopy the Jobs Replication Form if you wish to provide information about more than one employee with a disability.

REMINDER - PLEASE COMPLETE THIS FORM FOR ONLY ONE EMPLOYEE

Release of Information

Please sign the following release of information.

Permission is granted to include the information on this form in a catalog of jobs that will serve as role models for employing persons with disabilities.

(Company)

(Signature)

(Date)

(Title)

Please send your completed Jobs Replication Form in the business reply envelope to:

Lloyd W. Tindall
Vocational Studies Center
University of Wisconsin-Madison
964 Educational Sciences Bldg.
1025 W. Johnson Street
Madison, WI 53706

THANK YOU FOR YOUR HELP.



Vocational Studies Center

School of Education • University of Wisconsin-Madison

Section I

GENERAL INFORMATION

(Company Name) _____

(Person who completed this form) _____ (Title) _____

(Address) _____

(Person to contact for more information) _____ (Title) _____

(City, State, Zip) _____

() _____
(Telephone Number)

1. Description of Company

Please describe your company (include main product or service). _____

2. Number of Employees

Total Company _____ This Site _____

3. Worker's Disability

Section II

JOB INFORMATION

4. Title of Position Held by Employee Who is Disabled

9. Wages

_____ Hourly \$ _____ per hour

_____ Salaried \$ _____ per month

5. Work Schedule

Status: _____ Permanent _____ Seasonal _____ Temporary

Number of days per week _____

Total hours per day _____

Time of work _____ a.m. _____ a.m.
_____ p.m. to _____ p.m.

Rotating shifts? _____ Yes _____ No

10. Benefits

_____ None	_____ FICA
_____ Paid vacation	_____ Worker's compensation
_____ Paid holidays	_____ Unemployment compensation
_____ Paid sick days	_____ Medical insurance
_____ Pension	_____ Dental insurance
_____ Life Insurance	_____ Other (specify) _____

6. Standard Amount of Direct Supervision Provided

_____ none	_____ moderate
_____ minimal	_____ maximal

7. Employment History

Time with the company _____

Time in this position _____

8. Probationary Period

_____ No _____ Yes

If yes, how long? _____

11. Examinations Required

_____ None	_____ Other (specify) _____
_____ Physical	
_____ Hearing	
_____ Vision	

12. Work Setting (e.g., farm, office, factory)

(specify) _____

13. Academic Credentials Required

- ☐ None
☐ GED
☐ High school diploma
☐ Associate degree
☐ Bachelor's degree
☐ Master's degree
☐ Doctorate
☐ Other (specify) _____
- ☐ Certificate (specify) _____
☐ License (specify) _____

14. Other Job Requirements

- ☐ None
☐ Age (minimum/maximum) _____
☐ Driver's license
☐ Own vehicle
☐ Uniform
☐ Union membership
☐ Polygraph
☐ Bondable
- ☐ On call
☐ Dress code
☐ Civil Service exam
☐ Other (list) _____

15. Work Experience

☐ None ☐ Preferred ☐ Required

Describe

16. Environmental Conditions Related to This Job

- ☐ Hot
☐ Cold
☐ Humid
☐ Dry
☐ Wet
☐ Dust
☐ Dirt
☐ Odors
☐ Noise
☐ Inadequate ventilation
☐ Inadequate lighting
☐ Vibration
- ☐ Mechanical hazards
☐ Moving objects
☐ Cramped quarters
☐ High places
☐ Burns
☐ Electrical hazards
☐ Explosives
☐ Radiant energy
☐ Toxic conditions
☐ None
☐ Other (specify) _____

17. Special Conditions

- ☐ None
☐ High rate of production
☐ Precision/quality
☐ Distracting conditions
☐ High level of stress (deadlines, etc.)
☐ Other (specify) _____

18. Work Group (check all that are appropriate)

- ☐ Works alone ☐ Small group (1 - 10)
☐ One-to-one ☐ Large group (11 or more)

19. Narrative Description of the Job

(please describe the job in your own words — include specific tasks)

20. Physical Demands of This Job (estimate percentage for each category — answers to A, B, C, and D should total 100%)

- | | | | |
|---|---|--|--|
| A. SEDENTARY WORK
(lift 10 lbs. max.,
limited walking
or standing)
_____ % of time | B. LIGHT WORK (lift 20 lbs.,
carry 10 lbs. max.,
stands up to operate
equipment, also walks)
_____ % of time | C. MEDIUM WORK (lift 50 lbs.,
carry 25 max., walks,
stands continuously
during some operations)
_____ % of time | D. HEAVY WORK
(lift 100 lbs.
max., carry up
to 50 lbs.)
_____ % of time |
|---|---|--|--|

21. Physical Activities Performed on This Job

- | | | | | |
|--|----------------------------------|---------------------------------|---|---|
| ☐ Push | ☐ Climb | ☐ Crouch | ☐ See | ☐ Sense of smell |
| ☐ Pull | ☐ Balance | ☐ Crawl | ☐ Color vision | ☐ Sense of taste |
| ☐ Reach | ☐ Stoop | ☐ Sit | ☐ Depth perception | ☐ Sense of touch |
| ☐ Run | ☐ Kneel | ☐ Turn | ☐ Hear | ☐ Finger dexterity |
| ☐ Other (specify) _____ | | | | |

22. Duties of This Worker (check if SIGNIFICANT part of the job)

A. Leadership/Administrative/Managerial Tasks

- ☐ Provide leadership
- ☐ Develop company policies
- ☐ Implement company policies
- ☐ Recruit, hire, and terminate personnel
- ☐ Specify goals and work tasks of others
- ☐ Supervise personnel
- ☐ Represent the company at internal functions
- ☐ Represent the company at external functions
- ☐ Report to a board of directors

☐ Other (specify) _____

B. Problem Solving/Reasoning Tasks

- ☐ Determine own work activities
- ☐ Recognize and use appropriate procedures
- ☐ Conduct work activities in appropriate sequence
- ☐ Obtain resources needed to carry out work (e.g., equipment, materials, personnel, funds)
- ☐ Recognize the effects of changing quantity or quality of materials
- ☐ Collect and organize information
- ☐ Analyze and synthesize information
- ☐ Identify alternative approaches/solutions
- ☐ Review progress periodically
- ☐ Evaluate for accuracy and completeness
- ☐ Correct deficiencies
- ☐ Summarize and draw conclusions
- ☐ Devise new ideas and better work methods

☐ Other (specify) _____

C. Communication Tasks

- ☐ Listen
- ☐ Follow intent of oral directions
- ☐ Talk
- ☐ Speak clearly
- ☐ Use appropriate vocabulary and grammar
- ☐ Stay on the topic in job-related conversations
- ☐ Report accurately what others have said
- ☐ Give clear oral instructions and directions
- ☐ Explain activities and ideas clearly
- ☐ Effectively present information to groups

☐ Other (specify) _____

D. Writing Tasks

- ☐ Copy accurately
- ☐ Write legibly
- ☐ Complete forms accurately (e.g., invoices, sales slips, requisitions)
- ☐ Write sentences in standard English (e.g., spelling, word choice)
- ☐ Organize, select, and relate ideas in writing (e.g., correspondence, messages, memos)
- ☐ Produce intelligible written documents (e.g., research reports and summaries)
- ☐ Identify and correct errors in writing

☐ Other (specify) _____

E. Reading Tasks

- ☐ Identify work-related symbols/signs
- ☐ Read simple directions
- ☐ Read technical information

☐ Other (specify) _____

F. Computer Tasks

- ☐ Enter data into computers
- ☐ Access data from computers
- ☐ Perform word processing
- ☐ Write programs
- ☐ Perform systems analysis

☐ Other (specify) _____

G. Mathematical Tasks

- ☐ Count
- ☐ Understand order (e.g., first, second, last)
- ☐ Understand concepts of greater than & less than
- ☐ Handle basic calculations (+, -, x, /)
- ☐ Estimate quantities needed to do a job
- ☐ Calculate costs (e.g., interest, discounts, depreciation, prices, taxes)
- ☐ Use numerical values from charts, diagrams, tables
- ☐ Construct diagrams, charts, records using numerical calculations
- ☐ Make and use measurements (standard, metric)
- ☐ Use formulas (translating, substituting values)
- ☐ Prepare budgets

☐ Other (specify) _____

H. Manual/Perceptual Tasks

- ☐ Eye-hand coordination
- ☐ Hand work (e.g., sort, fold, pack)
- ☐ Construct, fabricate or assemble materials
- ☐ Use job-specific hand tools & equipment (specify)

☐ Operate job-specific power tool(s) (specify)

☐ Set up machine(s)

☐ Operate machines(s) (specify)

☐ Tend machine(s) (specify)

☐ Use keyboard skills

☐ Develop visual presentations (e.g., charting, drawing, illustrating)

☐ Other (specify) _____

I. Other Significant Duties or Job Features Not Covered in Items A through I (describe)

CONSIDERATIONS FOR THIS HANDICAPPED WORKER

23. Limitation(s) of the Employee

A. Personal/Social Limitations

- ☐ Low frustration tolerance
☐ Acceptance of supervision
☐ Interactions with coworkers
☐ Other (specify) _____

C. Academic Limitations

- ☐ Reading
☐ Writing
☐ Spelling
☐ Mathematics
☐ Other (specify) _____

E. Physical Limitations

- ☐ Vision
☐ Feeling/sensory
☐ Handling, fingering
☐ Lifting, carrying
☐ Pushing, pulling
☐ Standing, walking
☐ Kneeling, squatting
☐ Limited stamina
☐ Other (specify) _____

B. Limitations on Work Assignment

- ☐ Cannot work alone
☐ Cannot work in a group
☐ Other (specify) _____

D. Communicative Limitations

- ☐ Remembering
☐ Hearing
☐ Speaking
☐ Following spoken directions
☐ Following written directions
☐ Other (specify) _____

F. Health Limitations

- ☐ Chronic pain
☐ Allergies
☐ Respiratory problems
☐ Circulatory problems
☐ Other (specify) _____

24. Personal Strengths

Please list the three strengths that are most important to this employee's success in this job.

25. Financial Incentives

Did you receive any financial support for hiring this employee (e.g., targeted jobs tax credit, on-the-job training wage subsidy)? ☐ No ☐ Yes If yes, please describe.

26. Training

A. What is the standard training period for this job? _____ hours _____ days _____ months

B. Was any special training required for this worker after hiring? ☐ No ☐ Yes

If yes, please describe. _____

Who provided this instruction? _____ How often was/is this special training required? _____
 (e.g., job coach, supervisor)

Please describe any special training materials used. _____

Does the company recognize completion of this special training? ☐ No ☐ Yes If yes, please indicate.

☐ Grade ☐ Certificate ☐ Entered permanent employment ☐ Wage increase Other _____

7. Job Accommodations Were any accommodations required to maintain this employee on this job? ☐ No ☐ Yes If yes, please describe below.

Type of Accommodation	Describe Problem	Describe Solution	Estimated Additional \$ Cost &/or Staff Time
A. JOB PLACEMENT/FOLLOW-UP (e.g., Job Service, Vocational Rehabilitation)			
B. JOB COACHING (training and support provided by outside agency) . . .			
C. SUPERVISION (e.g., monitoring by a co-worker)			
D. JOB RESTRUCTURING (e.g., sharing jobs, job ladders)			
E. SCHEDULE (e.g., diabetic's frequent meal breaks, Flextime). . . .			
F. JOB TASKS (e.g., sales by phone for mobility impaired) . . .			
G. PERSONAL ASSISTANCE (e.g., health aide, interpreter)			
H. AIDS AND DEVICES (e.g., TTY, Braille type-writer, puff control). .			
I. EQUIPMENT (e.g., lowering bench, over-sized knobs or handles).			
J. WORKSITE (e.g., rearranging work area).			
K. BUILDING (e.g., accessible bathroom, ramp).			
L. TRANSPORTATION (e.g., public, private, or family). . .			
M. COUNSELING (e.g., career, financial, or mental health). . . .			
N. OTHER (please specify)			

What other factors would help another employer replicate this job for someone with a similar disability?

THANK YOU VERY MUCH FOR YOUR HELP

Appendix B

YOU CAN HELP US EXPAND JOB OPPORTUNITIES IN BUSINESS AND INDUSTRY FOR PERSONS WITH DISABILITIES

In Two Ways

1. Identify and submit information on a job held by a person with a disability by completing the Job Replication Form. See Appendix A page 231.
2. Identify employers of persons with disabilities by completing the form below.

FILL OUT AND MAIL YOUR JOB REPLICATION FORM AND EMPLOYER FORM TO:

Lloyd W. Tindall
Vocational Studies Center
University of Wisconsin-Madison
964 Educational Sciences Bldg.
1025 W. Johnson St.
Madison, WI 53706

or call (608) 263-3415 and give us the information by telephone

Employer Form



REPLICATING JOBS IN BUSINESS AND INDUSTRY FOR PERSONS WITH DISABILITIES.

Help us by supplying names of employers of persons with disabilities.

1.	COMPANY NAME	ADDRESS	CITY/STATE/ZIP
		()	
	CONTACT PERSON	TELEPHONE NUMBER	TYPE OF JOB
2.	COMPANY NAME	ADDRESS	CITY/STATE/ZIP
		()	
	CONTACT PERSON	TELEPHONE NUMBER	TYPE OF JOB
Your Name & Phone Number:			()
Your address, city, state, zip:			

NOW AVAILABLE

REPLICATING



**IN BUSINESS AND INDUSTRY
FOR PERSONS WITH
DISABILITIES**

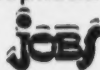
P.S.

PROFILES OF SUCCESS

**Exemplary approaches to
serving secondary special
education students through the
Carl D. Perkins Vocational
Education Act.**



Replicating



in Business and Industry for Persons with Disabilities Volumes One, Two, Three and Four Now Available



Four manuals are now available to assist in the replication of jobs performed by persons with disabilities in business and industry. Each **200** page manual describes **70** nonstereotypical jobs currently performed by persons with disabilities. Jobs from all regions of the U.S. are included.

For each job, the employer is listed along with the address and telephone number of a person to contact for further information. Each manual describes jobs performed by persons with mental, learning, emotional, hearing, visual, and physical disabilities. Each job description contains information about the company, job requirements, job information, significant duties and special considerations for the handicapped employee.

The manuals are being developed and produced by Vocational Studies Center staff as part of a grant from the U.S. Department of Education, Office of Special Education and Rehabilitative Services. **\$12.50 per manual.**

MANUAL CONTENTS

- Volume One: 72 job descriptions and a 28 page section on *Sales Techniques for Job Placement*
- Volume Two: 70 job descriptions and a 39 page section on *The Vocational Transition Process*
- Volume Three: 75 job descriptions and a 20 page section on *The Employer Perspective*
- Volume Four: 75 job descriptions and a 20 page section on *Marketing Yourself: Strategies for Job Seekers*

WHO CAN USE THE INFORMATION

- Special and Vocational Educators
- Job Placement Specialists
- Employers/Personnel Directors
- Vocational Rehabilitation Professionals
- Persons with a disability
- Individuals who work in special employment programs

USER COMMENTS

"Placed a [person with a disability] ... in a packaging company." Human Service Agency, MA

"Assisted me in locating and developing ... job leads." Workshop Placement Counselor, OR

"Used ... the books to ... [approach counselors and] Instructors in tech-lab situations [for accommodations]." Post Secondary Special Needs Instructional Specialist, WI

"[Used as] one of the guides to implement our new [Job Training Program] curriculum." Secondary Teacher, TN

"Used for inservice training of regional job placement personnel." ARC-NET Midwest Regional Director, WI

"[The manual, with] planning guide, ... was ... helpful in finding employment for a 21 year old learning disabled [person]." Employment and Training Coordinator, NY

J.S. PROFILES OF SUCCESS

Twelve Exemplary Approaches to Serving Secondary Special Education Students Through the Carl D. Perkins Vocational Education Act

The 12 profiles described in this 563 page publication were the top entrants in a four step national competition. From an initial group of 250 nominees, staff from 96 projects/programs around the country completed the second step; providing VSC staff with detailed descriptions of their approaches. In the third step, a national panel of experts reviewed and rated all 96 entrants. In step four, VSC staff conducted two-day site visits to each of the top 12 entrants.

To order, check SNE402, "Profiles of Success, 12 Exemplary Approaches." \$35.00.

Each project/program description in this handbook is organized according to the following outline:

Location	Additional Information
Contact Person	Summaries of On Site VSC Staff
Background Information	Observations and Interviews with:
Objectives	Project/Program Staff
Key features	Students
Profile of Local Service Area	Parents
Staff Assigned to Project	Staff from Other Agencies in the
Financial Data	Community
Meeting the Perkins Act Mandates that	Technical Assistance Available
Apply to Special Education Students	Type
Notification/Outreach	Cost
Assessment	Contact for Further Information
Special Services	Exhibits
Guidance, Counseling, and Career	Forms
Development	Interagency Agreements
Counseling for Transition	Teacher/Student/Parent/Employer
Equal Access	Training Agreements
Least Restrictive Environment	Inservice Training Procedures
Special Education/Vocational	Other Information
Education Coordination	
Evidence of the Project's Effectiveness	
Students' Performance While in School	
Post School Status of Former Students	

J.S. PROFILES OF SUCCESS: Ten Creative Approaches

This publication describes the 10 projects/programs that were ranked 13-22 in the competition described above. Although the federal project required only the selection and description of the top 12 exemplary efforts, the creative approaches described in this publication merit dissemination also. In preparing these descriptions, VSC staff did not conduct site visits. Each description follows the format used to prepare descriptions of the top 12 exemplary approaches selected through this project.

To order, check SNE403, "Profiles of Success, 10 Creative Approaches." \$15.00.

Both of the above publications were developed as part of Grant Number G008630038 from the U.S. Department of Education, Office of Special Education and Rehabilitative Services. The project was funded from 6/1/86 to 5/31/88. Persons undertaking projects sponsored by the federal government are encouraged to express their professional judgment freely. Therefore, points of view or opinions expressed in either of the above publications do not necessarily represent official Department of Education positions or policies.

ALSO AVAILABLE FROM VSC

Partnerships in Business and Industry: Helping Handicapped Students Become a Part of the Job Training Partnership Act. This 700 page handbook contains descriptions of more than 100 successful JTPA programs. Information is presented on participation, considerations for proposal development, youth competency systems, and issues in preservice preparation. Examples of competencies, requests for proposals, sample proposals, and interagency agreements are also included. \$36.00.

Models for Linking Agencies. A handbook designed to help special needs educators and others develop a collaborative approach to serving students who are disabled. Chapters discuss establishing and maintaining a local linkage committee, developing local agreements, the role of the IEP and IWRP, cost considerations for local level linkages, inservice training to implement and sustain linkages, evaluation, and implementation of interagency agreements. Also included are successful strategies and models for establishing and maintaining linkages. \$27.00.

Puzzled About Educating Special Needs Students? A Handbook on Modifying Vocational Curricula for Handicapped Students. This publication is an excellent guide to modifying secondary and postsecondary vocational education programs to serve individuals who are disabled more effectively. It is also a valuable resource for preservice and inservice teacher educators. Modifications in six different disability areas are covered in its 486 pages, as are interagency linkages, assessment, and models of service delivery. A bibliography is included. An instructor's guide for teacher educators is also available. \$30.00.

ORDER FORM

**Send authorized agency
purchase order or check to
Vocational Studies Center
University of Wisconsin-Madison
964 Educational Sciences Building
1025 West Johnson Street
Madison, WI 53706**

Your Name _____

Institution _____

Address _____

City _____ State _____ Zip _____

Replicating Jobs, Volume One	JOBS300	X\$12.50=	_____
Replicating Jobs, Volume Two	JOBS302	X\$12.50=	_____
Replicating Jobs, Volume Three	JOBS303	X\$12.50=	_____
Replicating Jobs, Volume Four	JOBS304	X\$12.50=	_____
Profiles of Success, 12 Exemplary Approaches	SNE402	X\$35.00=	_____
Profiles of Success, 10 Creative Approaches	SNE403	X\$15.00=	_____
Partnerships in Business and Education	JTPA200	X\$36.00=	_____
Models for Linking Agencies	SNE302	X\$27.00=	_____
Puzzled About Educating Special Needs Students ...	PAE300A	X\$30.00=	_____

SUBTOTAL =

****SHIPPING AND HANDLING =**

Unless cash, \$5.00 billing charge on orders under \$25

Wisconsin Residents add 5% Sales Tax or Tax Exempt Number

GRAND TOTAL =



****Shipping & Handling: 10% on orders up to \$ 100; 8% \$101-\$500; 6% \$501-\$1,000; 5% over \$1,000**